

EVALUATION STUDY REPORT OF NATIONAL SERVICE SCHEME



सत्यमेव जयते

Government Of India

**Submitted to
Department of Youth Affairs
Ministry of Youth Affairs & Sports
Government of India**



**Submitted by
Indian Institute of Public Administration, New Delhi
December 18, 2020**

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ACKNOWLEDGEMENT

At the outset, I would like to express my sincere gratitude to the Ministry of Youth Affairs and Sports, Government of India for entrusting the third-party evaluation of the **National Service Scheme (NSS)** to Indian Institute of Public Administration. I have immensely benefitted from feedback of key officials of the Ministry, Institutions, and beneficiary volunteers.

I would like to express my deep sense of gratitude to Ms. Usha Sharma, IAS, Secretary to the Government of India for the Department of Youth Affairs, Ministry of Youth Affairs and Sports, for providing invaluable insights during the video conferencing.

I am thankful to Shri Asit Singh, IRS, Joint Secretary, Department of Youth Affairs for sharing his views with the study team. I am indebted to Shri Jeetender Chaddha, Director (MoYAS/NSS), Shri Saurav Kumar Shah, Deputy Secretary (MoYAS), and Dr. Kamal Kumar Kar (APA) Directorate of NSS for providing extremely meaningful insights pertaining to the scheme implementation. I would like to place on record the effective support provided by the APA of Regional Directorates, Shri. Ravi Kumar Sinha (US, MoYAS) and his team for promptly sharing the secondary data, as and when required. I am thankful to IIPA Team Dr. Kusum Lata, Associate Professor, Shri Deepak Kumar (Statistician and Research officer), Dr. Chhavi (Research Officer), Ms. Himanshi Narwar, Mr. Prabhjot Singh (Research Assistants) for compiling information at various levels. Dr. Kusum Lata took pains to collect the relevant information required to make the findings of the study objective centric. She participated in several rounds of discussion with the Ministry Officials. Dr. Lata also prepared the rough draft of the report despite her several academic commitments. The data was collected by the study team of IIPA by visiting the sampled states, so much so assistance received from the Department of Youth Affairs in this regard. I am profusely thankful to the NSS student volunteers for sharing their feedback with the study team despite adverse situation posed by Covid pandemic. I have been immensely benefitted from the discussions that I had with supply-side stakeholders of the scheme while conducting the study. They brought out latent facets of the scheme in terms of its unique contributions to the nation-building process. I would also like to mention the support extended by NSS Directorate and Regional Directorates in sharing the information as per the requirement of the study.

I would like to express my gratitude to all the members of the study team for their hard work and dedicated cooperation.

I owe a word of special regard to Shri S N Tripathi, IAS (Retd.), Director-General IIPA for his support and guidance. I am thankful to Shri Amitabh Ranjan, Registrar, IIPA for making the required resource available in time.

I hope that the study report would meet all the requirements envisaged in the Terms of Reference (ToR) of the third party evaluation of the National Service Scheme.

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1. EXECUTIVE SUMMARY

1. The National Service Scheme (NSS) was introduced in 1969 with instrumental objective to develop the personality and character of the student youth through voluntary community service. The scheme is operationalized under the aegis of the Department of Youth Affairs, Ministry of Youth Affairs and Sports, Government of India. Armed with Gandhian ideals of social responsibility, the scheme aims at developing competencies among youth volunteers relating to community service. The activities under the scheme instils the relevance of social service, develops a sense of involvement in the tasks of community development. The scheme is also tasked to improve the qualitative changes in the attitudinal orientations of youth of our country bringing maximum ideational returns to the National Integration, social service, and effective leadership through an array of activities.

2. Intending to provide hands-on experience to young students in delivering community services, the scheme has covered from 40,000 to over 40 Lakh students (including approx 4 lakh students under Self Financing Units) in various universities, colleges and institutions of higher learning. The scheme also covers 479 Universities & 51 +2 Councils including 17,676 colleges and 12,087 schools approximately. Under National Service Scheme (NSS) students are enrolled as Volunteers. Normally, the tenure of their volunteership is 2 years. In these two years, the student volunteers are required to undertake different community development activities such as (i) literacy and education, (ii) health, family welfare and nutrition, (iii) environment conservation, (iv) social service programmes, (v) programmes for the empowerment of women, (vi) programmes connected with economic development activities, (vii) rescue and relief during calamities and disaster management, etc. under Regular Activities for 240 hours i.e. 120 hours in each year.

3. A work diary is maintained by each and every student volunteer, which is signed by the respective Programme Officer. Based on this Work Diary, the total hours of services rendered by the volunteer is assessed. Apart from Regular Activities, these volunteers are also required to attend one Special Camp of 7 days' duration, which is conducted in the adopted village/slum of the respective NSS unit. This special camp is a residential camp. On completion of 240 hours of Regular Activities and attending a special camp, the NSS volunteer is given a Certificate.

4. The other activities under the scheme include (1) National Integration Camp (NIC), (2) National Adventure Camps Program, (3) Pre-Republic Day Parade Camps & Republic Day

Parade Camp, (4) North East NSS Festivals, and (5) National Service Scheme (NSS) Award. The motto of NSS is “NOT ME BUT YOU” (‘स्वयं से पहले आप’).

5. The scheme introduced social service for students, both as a measure of educational reform and means to improve the quality of educated manpower. The National Service Scheme (NSS) caters through the academic institutions voluntarily with a view to develop healthy contacts between the students and teachers on the one hand and establishing a constructive linkage between the campus and the community, on the other hand.

6. It provides opportunities to the student youth of 11th & 12th Class of schools at +2 Board level and student youth of Technical Institutions, Graduate & Post Graduate at colleges and University level to take part in various Government led community service, activities & programmes. The instrumental aim of the NSS is to provide hands-on experience to young students in delivering community service.

7. The overarching objectives of the scheme are: to understand the community in which the volunteers work, to understand oneself in relation to their community, to identify the needs and problems of the community and involve them in problem-solving, to develop among themselves a sense of social and civic responsibility, to utilize their knowledge in finding practical solutions to individual and community problems, to develop competence required for group-living and sharing of responsibilities, to gain skills in mobilizing community participation, to acquire leadership qualities and democratic attitudes, to develop a capacity to meet emergencies and natural disasters, and to practice national integration and social harmony.

8. The National Service Scheme is implemented by administrative structures at five levels namely Centre, State, University, Colleges and Schools. For the successful organization of the NSS programme and activities, it is a prerequisite for effective and efficient interplay/cooperation of all the levels. The Department of Youth Affairs, Ministry of Youth Affairs and Sports is the nodal agency for the implementation of the NSS. It has the administrative responsibility for the policy planning, implementation, and evaluation of NSS programme. Officer of the rank of Joint Secretary, assisted by Director (NSS), looks after the administration and implementation of NSS. Director designated by the MoYA&S heads the NSS organisation. Currently, Assistant Programme Adviser assisted with a core support staff of Directorate of NSS implements monitors and evaluates NSS at various levels. The Directorate of NSS functions as the NSS Headquarter. They also function as a programme monitoring centre for the collection and compilation of data from the States/UTs, Universities and NSS Regional Directorates and provides this information to the Ministry as feedback.

9. Fifteen subordinate field offices, known as Regional Directorates (RDs), have been established on pan India basis, depending upon the volunteers' strength and size of the state, to maintain liaison with the State Governments, Universities, +2 Councils and Empanelled Training Institutes (ETIs) for the effective implementation of NSS Programme. RD, a subordinate field office of the MoYA&S, is either headed by a Deputy Programme Adviser or an Assistant Programme Adviser/Youth Officer. The RDs keeps the State Governments informed of the recent developments in different aspects of NSS and the Youth Programme of Government of India for their implementation as and when required. RDs coordinates with the State NSS Officer (SNO) for: proper implementation of NSS Programme, expediting accounts, other reports, and timely action.

10. The components under the NSS scheme are: regular activities, special camping, others programmes including National Integration Camp (NIC), National Adventure Camps Program, Pre-republic Day Parade, Republic Day Parade Camp, North East NSS Festivals, and National Service Scheme (NSS) Award. The Government of India, Ministry of Youth Affairs & Sports sanctions a special programme for the North Eastern States in the name of "North East NSS Festival" since 2014-15 where NSS volunteers exclusively from eight North Eastern States of India are invited for five days under various programmes viz. cultural programme, educational programme, field visit, etc. Three hundred NSS volunteers from the North Eastern States are getting chance in one camp to share their culture & values and exposed to learn new things.

11. The scheme is implemented across all the 28 States and 8 UTs. The states are: (1) Andhra Pradesh, (2) Arunachal Pradesh, (3) Assam, (4) Bihar, (5) Chhattisgarh, (6) Goa, (7) Gujarat, (8) Haryana, (9) Himachal Pradesh, (10) Jharkhand, (11) Karnataka, (12) Kerala, (13) Madhya Pradesh, (14) Maharashtra, (15) Manipur, (16) Meghalaya (17) Mizoram, (18) Nagaland, (19) Odisha (20) Punjab, (21) Rajasthan, (22) Sikkim, (23) Tamil Nadu, (24) Telangana (25) Tripura, (26) Uttar Pradesh, (27) Uttarakhand, and (28) West Bengal. The scheme is also implemented in UTs, namely (1) Andaman & Nicobar, (2) Chandigarh (3) Dadar & Nagar Haveli and Daman and Diu, (4) Delhi, (5) Jammu and Kashmir, (6) Lakshadweep (7) Puducherry, and (8) Ladakh. The Scheme is operated at the University/ College/ Senior Secondary School level. The NSS is currently being implemented through 479 Universities, 17,676 Colleges/ Technical Institutions, and 12,087 Senior Secondary Schools, ITIs and Polytechnics.

12. To evaluate the overall performance of the scheme based on output and outcome indicators, the underlying objectives of the evaluation study have been: to study the extension

dimension of student youth to the higher education system, to assess the orientation that student youth has received for community service; to know the extent to which volunteers are aware of social service; to assess the extent to which that social service was included in camp activities; to analyse the common perception of the community about the scheme; to study whether the scheme has been able to achieve its set goals and should the scheme be continued or closed, and suggestions to improve the effectiveness of the scheme.

13. Taking cognizance of the objectives, procedures, processes, and outcomes of the scheme, the pragmatic approach was integrated with the methodological framework. Parameters were designed to quantitatively and qualitatively assess the objectives of the evaluation study. The objective-based approach assessed if the initially set goals of the scheme were duly met with. Apart from the evaluation of the objectives of the scheme, its outcomes were also studied. The strengths and weaknesses of the scheme were viewed in light of whether the process of the scheme has been instrumental in achieving the desired objectives. Finally, the outcomes of the scheme, in addition to the set objectives were evaluated to gauge the impact of the scheme on the beneficiary volunteers.

14. The evaluation study made use of both primary and secondary data for the assessment of the scheme's goals, processes, and outcomes. Secondary information including Scheme Budget (particularly in terms of revised and disbursed amounts) was obtained from the Ministry of Youth and Sports Affairs. Semi-structured questionnaires were one of the important instruments for garnering primary data. They were administered to the direct beneficiaries of the scheme to assess the effectiveness and gauge the overall success of the scheme. The methodology under the study was designed in such a way that the selected sample size was representative of the population. The NSSO classified six zones were considered while selecting the states. One state from each of the six zones was selected based on the maximum number of beneficiary Students/Youth covered under the NSS. In the study, the selected states were: (1) Assam, (2) Maharashtra, (3) Odisha, (4) Rajasthan (5) Tamil Nadu, and (6) Uttar Pradesh. Two districts from each of the states were selected based on the maximum number of beneficiary volunteers of the NSS. From Assam, two districts, namely Kamrup and South Salmara Mankachar, from Maharashtra, Hingoli and Pune, from Odisha, Deogarh and Khordha, from Rajasthan, Jaipur and Pratapgarh, from Tamil Nadu, Chennai and Aryalur, and from Uttar Pradesh, Jaunpur and Kasganj were selected.

15. By applying the confidence level of 95% and 5% margin of error, the sample size of the study for beneficiaries was calculated. Based on the coverage of the scheme by state, the sample size was worked out to be 384 student volunteers across the six NSSO classified

zones. Also, 50 community leaders were contacted to share their feedback on the research tools exclusively designed to garner information. From each of the states, the state NSSO officer was requested to share the feedback on the implementation, coverage and effectiveness of scheme. A focus group discussion was commenced in each of the districts selected consisting of 6 participants each. Thus, a total of 506 respondents constituted the sample size of the study.

16. The study followed a multistage sampling technique. In the first stage, the selection of states was done based on the maximum number of beneficiaries covered from each of the NSSO zones. In the second stage, two districts from each of the six states, one having maximum and other having the minimum number of NSS student volunteers were purposively selected. From each district, two institutions were covered, thus a total of 6 states of the NSSO classified zones, 12 districts and 24 institutions – schools and colleges. From these selected districts two institutes, preferably one school and another college were selected. The major tools for quantitative data collection were questionnaire, & interview schedule whereas, focus group discussion and observation were used as qualitative tools.

17. The budgetary allocation and expenditure pattern of the last six years show an increasing trend in actual expenditure for the first four decades 2014-18 and thereafter, it gradually recedes and again surges to Rs.151.61 crores in the year 2019-20. The overall trend of the actual expenditure under the scheme shows an increasing trend. However, the budget estimate for the year 2015-16 remains lower, as compared to the year 2014-15. It remains static for the year 2018-19 and 2019-20. The revised estimate is increasing over the years. The MAPE value calculated is 11.9% which shows a moderately optimal relationship between the actual expenditure and forecasted expenditure. However, the lower the value for MAPE, the better a model can forecast values with the existing forecast and actual expenditure. As such, the exponential smoothing conducted in the case of NSS scheme shows a model with moderately ‘good-fit’. As such, the financial flow under the scheme has been found satisfactory. The linear predictive analysis based on the actual expenditure of the last five years shows the additional requirement of funds to meet the improved outcome of the scheme.

18. Based on information collected from the sampled student volunteers, the environmental awareness was found more in the beneficiaries of Assam (98.4%), followed by Rajasthan (96.9%), Tamil Nadu (89.1%), Maharashtra (87.5%), Uttar Pradesh (85.9%) and Odisha (79.7%). On the indicator of social service, the maximum beneficiaries have expressed from the state of Assam (96.9%), followed by Rajasthan (93.8%), Uttar Pradesh (87.5%), Tamil

Nadu (84.4%), Maharashtra (87.5%), and Odisha (79.7%). For the democratic values, out of the total responses shared, the maximum responses are from the state of Assam (96.9%), followed by Odisha (92.2%), Maharashtra (87.5%), Rajasthan (79.7%), Uttar Pradesh (79.7%), and Tamil Nadu (78.1%). On the component of cultural issues, the highest affirmative score has been reflected from the state of Maharashtra (64.1%), followed by Uttar Pradesh (53.1%), Rajasthan (25%), Tamil Nadu (21.9%), Odisha (20.3%) and Assam (17.2%). On the indicator of community service, the maximum positive responses have been received from the State of Maharashtra (62.5%), followed by Assam (56.3%), Rajasthan (51.6%), Uttar Pradesh (46.9%), Tamil Nadu (23.4%) and Odisha (20.3%). Overall, the maximum score expressed by sampled beneficiaries is evident on environmental awareness (89.6%), followed by social issues (87.5%), democratic values (85.7%), community service (43.5%), and cultural issues (33.6%).

19. Community services have been assessed based on responses received from the beneficiary students on different components. The major components are: corona awareness, cleanliness, help, blood donation camp, social discrimination, gender and social awareness. It has been found that for the corona awareness, the maximum affirmative responses have been reported from Rajasthan (35.9%), followed by Assam (15.6%), Tamil Nadu (12.5%), Odisha (6.3%), and 4.7% each in Maharashtra and Uttar Pradesh. For cleanliness, maximum positive feedback has been received from Tamil Nadu (14.1%), followed by Assam (12.5%), Uttar Pradesh (10.9%), Odisha (9.4%), Maharashtra (6.3%) and Rajasthan (3.1%). For 'help' as one of the community service concerns, the maximum percentage of responses have been registered from Tamil Nadu (14.1%), followed by Assam (12.5%), Uttar Pradesh (10.9%), Odisha (9.4%), Maharashtra (6.3%) and Rajasthan (3.1%). On the component of blood donation camp, the maximum percentage of beneficiaries assenting have been from the state of Tamil Nadu (10.9%), followed by Assam (9.4%), Odisha (7.8%), Rajasthan (6.3%) and Uttar Pradesh (6.3%).

20. The maximum percentage of anti-social discrimination campaigns have been endorsed by beneficiary volunteers in the state of Rajasthan, followed by Assam and Maharashtra (15.6% each), Tamil Nadu (14.1%), Odisha (10.9%) and Uttar Pradesh (6.3%). The maximum percentage gender sensitization was found in the beneficiary volunteers from the state of Assam and Maharashtra (9.4% each), followed by Odisha (7.8%), Rajasthan and Tamil Nadu (6.3% each). The maximum percentage of beneficiaries have led campaign relating to social awareness in the state of Uttar Pradesh (31.3%), followed by Maharashtra & Odisha (28.1% each), Assam and Tamil Nadu (14.1% each), and Rajasthan (10.9%). For

others, the maximum percentage of beneficiaries were found in the state of Tamil Nadu (21.9%), followed by Rajasthan (20.3%), Odisha and Uttar Pradesh (18.8% each), and Assam (18.8%). Overall, Social awareness (21.1%) has scored more, as compared to others (18.8%), anti-social discrimination and Corona awareness (each for 13.3%), Help (10.9%), cleanliness (9.4%) blood donation camp (7.8%) and gender sensitization (7.3%).

21. Regarding awareness of the NSS, most of the beneficiaries received information before Master level courses. Around 42% of beneficiaries received the information about NSS before 12th class. However, the maximum percentage of information receiving beneficiaries have been found in bachelor degree (57.3%). A bare minimum of 0.7% of beneficiaries have received the information while doing a master degree. 21.5% of beneficiaries undergoing 11th standard have received the information about NSS. The maximum percentage of beneficiaries have been found in the state of Tamil Nadu (71.9%), followed by Rajasthan (46.9%), Maharashtra (40.6%), Odisha (23.4%), Uttar Pradesh (14.1%) and Assam (4.7%). Out of the total beneficiaries responded on the component, 8.1% of them received information about NSS while doing 12th standard. The maximum percentage has been reported from Odisha (12.5%) and almost the same percentage from the states of Assam, Maharashtra, Rajasthan, Tamil Nadu and so on.

22. The channels of information through which the beneficiary students got to know about the NSS have also been considered under the study. It has been found that the maximum percentage of beneficiaries have received the information through educational institutions (80.2%), followed by social media (14.1%), peer group (2.6%), exhibition and seminars (2.1%) and state officials (1%). As such, major information providers are educational institutions. Educational institutions disseminating information about the scheme has been recorded the highest in the state of Assam (95.3%), followed by Rajasthan (92.2%), Tamil Nadu (81.3%), Maharashtra and Odisha (76.6% each) and Uttar Pradesh (59.4%). The other channels, namely peer group, social media and state officials have played a marginal role in the information dissemination about the scheme.

23. The camp activities related to social service expressed by student volunteers have also been documented in the study. Majority of the volunteers (87.5%) agreed with the social services being an integral part of camp activities. However, barely 12.5% of respondents disagreed with it. Camp activities related to social services have been found majorly expressed in the state of Assam (96.9%), followed by Rajasthan (93.8%), Uttar Pradesh (87.5%), Tamil Nadu (84.4%), Maharashtra (82.8%) and Odisha (79.7%). NSS camps without social services have been reported in the range of 17% to 20% in the states of Odisha

and Maharashtra. Minor such responses have been received from Tamil Nadu, Uttar Pradesh and Assam. To assess the degree to which both integration and integration of social services have been hypothesized as similar using unequal variance and treated through t-test.

24. A total of 50 community leaders responded to the changed behaviour and personality of NSS volunteers. The same has been estimated on the rating scale. The highest feedback from community leaders on effective change in the personality of NSS volunteer students with regard to awareness about environmental issues have been received from the state of Assam (5.0), followed by Rajasthan (4.9), Odisha (4.5) and so on. In the focus group discussion, it was found that after the completion of the regular activities under the scheme, the volunteers become more interested in problem-solving of their villages and neighbouring villages. They informed about the usefulness of plantation, literacy, mask-wearing during corona and maintenance of health and hygiene. It was also shared that girls after coming back from the special camp started helping their parents in different household works. The elderly relatively received better respect and care from them. They also started giving free counselling and encouraging younger children to take studies and social work seriously.

25. Out of the total sample size covered under the evaluation study, 34.9% respondents were found in general, 34.6% in OBC, 15.6% in SCs, 8.1% in STs, 4.2% in minority and 2.6% in other categories. In the OBC category, the maximum percentage of beneficiaries have been found in the state of Tamil Nadu (51.6%), followed by Rajasthan (39.1%), 35.9% each in Odisha and Uttar Pradesh, Maharashtra (29.7%) and Assam (15.6%). In the SC category, the maximum percentage of student volunteers were found in the state of Maharashtra (28.1%), followed by Rajasthan (20.3%), 14.1% each in Tamil Nadu and Uttar Pradesh, Odisha (9.4%) and Assam (7.8%). In the ST category, the maximum percentage of beneficiaries were found in the state of Odisha (21.9%), followed by Maharashtra (15.6%) and Assam (1.6%). In Minority, the maximum percentage of student volunteers were found in the state of Tamil Nadu (7.8%), followed by Assam (6.3%) and Uttar Pradesh (1.6%). For others, the maximum percentage of beneficiaries were found in the state of Tamil Nadu (7.8%), followed by Assam (6.3%) and Uttar Pradesh (1.6%).

26. It has been found that 67.4% of respondents in the target group belonged to rural area whereas, 32.6% to urban area. In the target group, 47.7% of beneficiaries belonged to male whereas, 52.3% to female. In the rural area, the maximum percentage has been identified in the state of Odisha (87.5%), followed by Uttar Pradesh (81.3%), Maharashtra (64.1%), Tamil Nadu (62.5%), Rajasthan (56.3%), and Assam (53.1%). In the urban area, the maximum percentage has been identified in the state of Assam (46.9%), followed by Rajasthan (43.8%),

Tamil Nadu (37.5%), Maharashtra (35.9%), Uttar Pradesh (18.8%) and Odisha (12.5%). Overall, female representation has been accounted for 52.3% of which the major women representation in the beneficiary pool has been found in the state of Uttar Pradesh (75%), followed by 56.3% each for Odisha, Rajasthan and Assam, Tamil Nadu (35.9%) and Maharashtra (34.4%).

27. It has been found that the number of students scoring marks in 33-45% slab before the scheme falls significantly from 21 to 5 after the coverage under the scheme. The number of students under 46-55% slab before the scheme falls significantly from 76 to 23 after the coverage under the scheme. The number of students under 56-70% slab before the scheme falls from 165 to 153 after the coverage under the scheme. The number of students under 71-85% slab before the scheme tapers significantly from 100 to 1 after the coverage under the scheme. The number of students under 85-100% slab before the scheme increases significantly from 22 to 202 after the coverage under the scheme. Overall, the number of student volunteers have received a changed academic score from the slab of 56-100% before and after the coverage under the scheme. A total of 287 beneficiaries under the above slab before the scheme have changed into 356 with a 24.1% increase.

28. Out of 15.6% beneficiaries opted for Gandhian thought, the maximum percentage of beneficiaries' preference was recognized in the state of Tamil Nadu (21.9%), followed by 18.8% each in Assam and Uttar Pradesh, 12.5% each in Maharashtra and Rajasthan, and 9.4% in Odisha. Out of 12.5% preference on scientific thought, the maximum percentage of thought was reported from the state of Uttar Pradesh (17.2%), followed by Tamil Nadu (15.6%), Rajasthan (12.5%), Odisha (12.5%), Maharashtra (9.4%) and Assam (6.3%). Out of 17.7% views expressed on Gandhi Jayanti, republic day parade and Pongal etc., the maximum percentage of student volunteers have shown their preference in the state of Odisha (21.9%), followed by 17.2% each in Maharashtra, Rajasthan & Uttar Pradesh, and Tamil Nadu (14.1%). Out of the 17.2% of the views expressed on health and hygiene, 20.3% of beneficiaries were found from Odisha, followed by 18.8% each in Maharashtra & Rajasthan, Assam (17.2%), Tamil Nadu (15.6%) and Uttar Pradesh (12.5%). On the component of National festival, the maximum percentage of beneficiaries expressed their interest in the state of Rajasthan (15.6%), followed by 14.1% each in Tamil Nadu & Uttar Pradesh, Maharashtra (12.5%), Odisha (9.4%) and Assam (3.1%). On the component of observation of world environment day, the maximum percentage of beneficiaries have reported important in the state of Assam (35.9%), followed by Maharashtra (29.7%), Odisha (26.6%), Rajasthan (21.9%), Uttar Pradesh (20.3%) and Tamil Nadu (18.8%). Overall, the student volunteers have

registered their interest astoundingly on observation of World environment day (25.5%), followed by Gandhi Jayanti, Republic Day Parade, Pongal etc. (17.7%), health and hygiene (17.2%), Gandhian Thought (15.6%), and scientific thought (12.5%) in the sample studied.

29. The activities under NSS have also attempted to meet the challenges of COVID-19 Pandemic. 15, 30,045 NSS Volunteers took COVID-19 Pledge on 8th October 2020. They messaged to 1.47 crore people disseminating precautionary measures to Covid-19 using Social Media Platforms (Whatsapp, Facebook, Twitter, etc.). A total of 66,406 NSS volunteers were deployed/engaged with District Administration. 3,684 NSS Officials deployed with District Administration to handle matter related to Covid. A total of 84,965 elderly people received care from NSS volunteers for their Protection against COVID-19. A total of 1,794 banks, hospitals and other public services were handled by NSS volunteers to manage the crowds. 13.12 lakhs NSS volunteers got educated in iGOT portal. NSS volunteers and youth started making face masks at home for their family members and reached 2.14 crore people. 84,57,827 volunteers shared the videos and stencils on COVID-19 on the theme “Badal Kar Apna Vyavahaar, Karen Corona Par Var”.

30. The scheme has convergence with relevant programmes of Department of Drinking water and Sanitation, Ministry of Legal Affairs, Election Commission of India, Ministry of Ayush, Ministry of Women and Child Development, Ministry of Health & Family Welfare, Ministry of Education, Ministry of Human Resource Development, Ministry of Environment, forest and Climate change, Ministry of Home Affairs, United Nations Organisation, Ministry of Youth Affairs and Sports, National Human Rights Commission, Ministry of Finance, Ministry of Electronics and Information Technology, Ministry of Social Justice and Empowerment, and Ministry of Road Transport and Highways.

Recommendation for the scheme with reasons

Considering effective contributions made by the NSS volunteers to prevent covid-19, the inclusiveness of the scheme with 15.6% of SC, 8.1% of ST, 52.3% of women shares, and 67.4% of rural coverage of beneficiary students, the usefulness and outreach of the scheme become obvious. 89.6% of beneficiary students were found sensitized on environmental issues, 87.5% on social issues, 85.7% on democratic values in the sample covered. 4.3 score on the Likert scale of the community leaders indicates the acceptability of the scheme. The overall score of 3.4 from beneficiary students for relating to their satisfaction shows the success of the scheme. Thus, the National Service Scheme is one of its kind. As such, **the study team recommends for the continuation of the National Service Scheme** with the following additionalities;

1. Considering the relevance of social services, particularly lesson learnt from fathomless insecurity created by Covid pandemic, the bandwidth of the scheme needs to be increased by including more number of volunteers in the scheme ambit.
2. To effectively implement the scheme with the increased number of volunteers, additional number of NSS Regional Directorates may be opened to ensure smooth implementation of the scheme by including new institutions.
3. It has been found during the study that follow-up with the state remains a slow-paced task, particularly expediting UC and its timely submission. The deployment of more human resource would help the scheme handle the miscellaneous task effectively. This may help contribute to smoothen the implementation process. Moreover, a dedicated team at the Regional Directorate level may be constituted to effectively monitor the scheme, and ensure fast follow-ups with the states.
4. The rates for regular activity and special camping for the student volunteers remain unrevised for years. The financial benefit given for regular activities and special camping may be revised considering the Market Price Index (MPI) so that more number of volunteers feel attracted to join the activities under NSS.
5. To facilitate the student volunteers for other programmes like National Integration Camp, Pre-Republic Day Parade camp and adventure camp, the financial inputs may be revised keeping in view inflation and Market Price Index (MPI). It is reported that the price of inputs have gone up and the budget available for the same is insufficient. The scheme may not deliver its expected outcome if the budget for the head is left unrevised.
6. It was found that the NSS volunteers were not finding their certificates laying special impact on the employers. Strides to be taken to ensure that after two years of successful completion of NSS, volunteers get a certificate which is duly accredited by standard norm at pan-India level. The standardization and accreditation may be done by National Skill Development Corporation (NSDC) or Sector Skill Councils (SSCs) like Agency.
7. Further in the selection of villages for adoption by Senior Secondary Schools, colleges and universities for community service under the NSS, a fair representation of SC dominated villages can be undertaken from aspirational districts to ensure required level of scheme inclusivity. Effective outcome-based monitoring of the allocation needs may be in place to check whether the benefits of this allocation are not superficial, and are reaching out potential beneficiaries.

2. OVERVIEW OF THE SCHEME

The National Service Scheme (NSS) was introduced in 1969 with the primary objective of developing the personality and character of the student youth through voluntary community services. The scheme is operationalized under the aegis of the Department of Youth Affairs, Ministry of Youth Affairs and Sports, Government of India. Armed with Gandhian ideals of social responsibility, the scheme aims at developing competencies among youth volunteers. The cardinal principle of the NSS programme is that it is organized by the students themselves. Both students and teachers through their combined participation in social service develop a sense of involvement in the tasks of community development.

With the intention to provide hands-on experience to young students in delivering community services, the scheme has covered from 40,000 to over 40 Lakh students (including approx 4 lakh students under Self Financing Units) in various universities, colleges and institutions of higher learning. The scheme covers 479 Universities & 51 +2 Councils including 17,676 colleges and 12,087 schools. Under the National Service Scheme (NSS) students are enrolled as Volunteers. Normally, the tenure of their volunteership is 2 years. In these two years, the student volunteers are required to undertake different community development activities such as (i) literacy and education, (ii) health, family welfare and nutrition, (iii) environment conservation, (iv) social service programmes, (v) programmes for the empowerment of women, (vi) programmes connected with economic development activities, (vii) rescue and relief during calamities and disaster management, etc. under Regular Activities for 240 hours i.e. 120 hours in each year. A work diary is maintained by each and every student volunteer, which is signed by the respective Programme Officer. Based on this Work Diary, the total hours of services rendered by the volunteer is assessed. Apart from Regular Activities, these volunteers are also required to attend one Special Camp of seven-day duration which is conducted in the adopted village/slum of the respective NSS unit. The special camp happens to be a residential camp. On completion of 240 hours of Regular Activities and attending a Special Camp, the NSS volunteer is given a Certificate. The other activities under the scheme includes (1) National Integration Camp (NIC), (2) National Adventure Camps Program, (3) Pre-Republic Day Parade Camps & Republic Day Parade Camp, (4) North East NSS Festivals, and (5) National Service Scheme (NSS) Award. The motto of NSS is “NOT ME BUT YOU” (‘स्वयं से पहले आप’).

2.1. Background of the Scheme

India lies on the cusp of a demographic transition, similar to the one that fuelled the spectacular rise in the GDP of the East Asian Tigers in the second half of the 20th century. However, in order to capture the demographic dividend, the economy must have the ability to support the increase in the work force, and youth have the appropriate education, skills, health awareness, sense of community services and other enablers to productivity contributing to our economy. Youth in the age group of 15-29 years comprise 27.5% of the population. At present, about 34% of India's gross National Income is contributed by the youth, aged 15-29 years. However, there exists a huge potential to increase the contribution of this class of the nation's citizenry by increasing participation of this workforce and their productivity. The NSS addresses the aforesaid policy oriented commitment. The NSS was instituted in 1969 through involving students in the task of community services. It was realized that the first duty of the students should be, not to treat their period of study as one of the opportunities for indulgence in intellectual luxury, but for preparing themselves for final dedication in the service of those who provided the sinews of the nation with the national goods & services so essential to society. Advising them to form a living contact with the community in whose midst their institution is located, it was suggested that instead of undertaking academic research about economic and social disability, the students should do "something positive so that the life of the villagers might be raised to a higher material and moral level".

The scheme introduced social service for students, both as a measure of educational reform and means to improve the quality of educated manpower. The National Service Scheme (NSS) caters through the academic institutions voluntarily with a view to develop healthy contacts between the students and teachers on the one hand and establishing a constructive linkage between the campus and the community, on the other hand.

To institute the scheme, a National Service Committee was appointed under the Chairmanship of Dr. C.D. Deshmukh on August 28, 1959 to make concrete suggestions for setting up of the NSS. The committee recommended that national service for a period of nine months to a year may be made compulsory for all students completing high school education and intending to enroll themselves in a college or a university. The scheme was to include some military training, social service, manual labour and general education. The recommendations of the Committee could not be accepted because of its financial implications and difficulties in implementation.

In 1960, at the instance of the Government of India, Prof. K.G. Saiyidain studied national service by students implemented in several countries of the world and submitted his report under the title "National Service for the Youth" to the Government with a number of recommendations as to what could be done in India to develop a feasible scheme of social service by students. It was also recommended that social service camps should be open to students as well as non-students within the prescribed age group for better inter-relationship.

The Education Commission headed by Dr. D.S. Kothari (1964-66) recommended that students at all stages of education should be associated with some form of social service. This was taken into account by the State Education Minister during their conference in April 1967 and they recommended that at the university stage, students could be permitted to join the National Cadet Corps (NCC) which was already in existence voluntarily and an alternative to this could be offered to them in the form of a new programme called the National Service Scheme (NSS). Promising sportsmen, however, should be exempted from both and allowed to join another scheme called the National Sports Organisation (NSO), in view of the need to give priority to the development of sports and athletics.

On September 24, 1969, the NSS was launched in 37 universities covering all States. It was started during the Gandhi Centenary Year, as it was Gandhi Ji who inspired the Indian youth to participate in the movement for India's independence and the social upliftment of the downtrodden masses of our nation. The scheme helps volunteer students to creatively engage in social services by redefining their character and personality.

a) Brief write up on the scheme including Objectives, implementation Mechanism,

Scheme architecture/design

National Service Scheme was introduced in 1969. The National Service Scheme (NSS) is a Central Sector Scheme of the Ministry of Youth Affairs & Sports, Government of India. It provides opportunities to the student youth of 11th & 12th Class of schools at +2 Board level and student youth of Technical Institutions, Graduate & Post Graduate at colleges and University level to take part in various Government led community service activities & programmes. The instrumental aim of the NSS is to provide hands-on experience to young students in delivering community service. Since the inception of the NSS, the coverage of the scheme has scaled up from 40,000 to over 40 lakh students (including approx 4 lakh students under Self Financing Units) in various universities, colleges and institutions of higher learning. The NSS has covered 479 Universities and 51 +2 Councils covering 17,676 colleges and 12,087 schools approximately. The scheme also supports the National Youth Policy-2014 to the extent that it helps create a productive workforce that can make a sustainable

contribution to our economic development, develop a strong and healthy generation equipped to take future challenges, instil social values and promote community service to build national ownership, facilitate participation and civic engagement at all levels of governance and support youth at risk and create equitable opportunity for all disadvantaged youth.

The major objectives of the scheme are:

1. to understand the community in which the volunteers work,
2. to understand oneself in relation to their community,
3. to identify the needs and problems of the community and involve them in problem-solving,
4. to develop among themselves a sense of social and civic responsibility,
5. to utilize their knowledge in finding practical solutions to individual and community problems,
6. to develop competence required for group-living and sharing of responsibilities,
7. to gain skills in mobilizing community participation,
8. to acquire leadership qualities and democratic attitudes,
9. to develop capacity to meet emergencies and natural disasters, and
10. to practice national integration and social harmony.

The implementation of the scheme is as under:

National Service Scheme is implemented by administrative structures at five levels namely Centre, State, University, Colleges and Schools. For the successful organization of the NSS programme and activities, it is a prerequisite for effective and efficient interplay/ cooperation of all the levels.

The Department of Youth Affairs, Ministry of Youth Affairs and Sports is the nodal agency for the implementation of the NSS. It has the administrative responsibility for the policy planning, implementation, and evaluation of NSS programme. Officer of the rank of Joint Secretary, assisted by Director (NSS), looks after the administration and implementation of NSS. Director designated by the MoYA&S heads the NSS organisation. Currently, Assistant Programme Adviser assisted with a core support staff of Directorate of NSS implements monitors and evaluates NSS at various levels. The Directorate of NSS, New Delhi functions as the NSS Headquarter. They also function as a programme monitoring centre for the collection and compilation of data from the States/UTs, Universities and NSS Regional Directorates and provides this information to the Ministry as feedback.

Fifteen subordinate field offices, known as Regional Directorates (RDs), have been established on pan India basis, depending upon the volunteers' strength and size of the state,

to maintain liaison with the State Governments, Universities, +2 Councils and Empanelled Training Institutes (ETIs) for the effective implementation of NSS Programme. RD, a subordinate field office of the MoYA&S, is either headed by a Deputy Programme Adviser or an Assistant Programme Adviser/Youth Officer. The RDs keeps the State Governments informed of the recent developments in different aspects of NSS and the Youth Programme of Government of India for their implementation as and when required. RDs coordinates with the State NSS Officer for: proper implementation of NSS Programme, expediting accounts, other reports, and timely action. NSS Regional Directorates play an important role in this scheme mainly:-

1. To monitor the progress of the enrollment, special camping activities and also inspect the accounts at institution/university/state level.
2. To advise the State Government for smooth implementation of the programme and coordinate with appropriate agencies for removal of bottlenecks if any.
3. To apprise Government of India about the implementation of the programme as per the prescribed guidelines.
4. To represent Government of India at various committees as and when requested by the State Government.
5. To report innovative programmes , extraordinary activities to the Government of India from the field level, coordinate with all the field functionaries for better implementation of the programmes
6. To observe the organisations imparting orientation training, research & evaluation, and other activities of the ETIs
7. To visit the training programmes whenever possible and advise the ETIs on policies and guidelines;
8. To function as a resource persons in the orientation and training programme;
9. To help ETIs in the evaluation of regular and special camping programme; and
10. To report the progress of the ETIs as member of the Training Advisory Committee.

At the State level, the State heads the State NSS Cell ensures timely allocation of NSS strength to respective Universities; timely release of grants to Universities and colleges/+2 councils; submission of accounts, statements and programme reports to Government of India; convening meetings of State NSS Advisory Committee from time to time; monitoring of the programme through Universities/+2 councils and in consultation with NSS Regional

coordinating with development agencies and departments for NSS programme development in the state.

NSS University Cell headed by Programme Coordinator, supervises coordinates NSS programme in Colleges affiliated to it. The cell headed by Programme Coordinator and equipped with necessary office equipment and secretarial assistance functions under the Vice-Chancellor. The Programme Coordinator plans, executes all administrative and policy directives of the government, decisions of the State Advisory Committee, University Advisory Committee and evaluates the NSS activities in a proper perspective. Orientation and training of persons attached with NSS being a vital input for sustaining its dynamism in universities, colleges and +2 schools, it is necessary that the various facts of the programme are studied, understood and evaluated. The NSS unit at college/+2 level is the grass-root unit in NSS. The organisation keeps contact with the community, administration, student youth and teaching faculty through this unit only. Therefore, the organisation and management of NSS unit are of vital significance.

NSS Unit: The strength of a unit is 100 NSS volunteers normally, and can be extended upto 120 volunteers in exceptional cases where the second unit cannot be raised due to constraints. In exceptional cases where the total strength of students enrolled is very small, a smaller NSS unit can be started with the strength of 50 NSS volunteers.

Enrollment of NSS Volunteers: At the college level, the NSS volunteers will be enrolled from the first and second year students. Preference to be given to the students who have worked as NSS volunteers at +2 level also. Students belonging to minority communities, scheduled castes, and scheduled tribes are encouraged to participate in NSS. They are to be given due representation where more students desire to join NSS. From co-ed colleges, girl students are motivated to join NSS. Foreign students studying in Indian universities are also be encouraged to join NSS so that they may share the experiences of national reconstruction and community work. NCC cadets will not be allowed to join NSS and vice-versa. Similarly, NSS Programme Officers will not participate in NCC or any other youth organisation.

One Programme Officer has to be in charge of one unit only. Only teaching faculty is to be considered for a Programme Officer job. Programme Officer is responsible for the organisation of the NSS unit, implementation of NSS programme under the supervision and direction of Principal of the college or head of the institution. The Programme Officer is responsible to carry out the instructions issued by the Programme Coordinator of the University, NSS Regional Directorate and State NSS Officer for the implementation of NSS

activities as per the NSS Manual, programme guidelines and administrative and policy directives. The NSS Manual 2006 delineates the scope of work for every level of officers.

b) Name of sub-schemes/components

The components under the NSS scheme are as under:

1. Regular Activities
2. Special Camps
3. Others programmes
 - a) National Integration Camp (NIC)
 - b) National Adventure Camps Program
 - c) Pre-republic Day Parade
 - d) Republic Day Parade Camp
 - e) North East NSS Festivals
 - f) National Service Scheme (NSS) Award

These components under the scheme are implemented by the Department of Youth Affairs, Ministry of Youth Affairs and Sports, Government of India.

Regular Activities and Special Camping

Under National Service Scheme (NSS) students are enrolled as Volunteers. Normally, the tenure of their volunteership is 2 years. In these two years, the student volunteers are required to undertake different community development activities such as (i) literacy and education, (ii) health, family welfare and nutrition, (iii) environment conservation, (iv) social service programmes, (v) programmes for the empowerment of women, (vi) programmes connected with economic development activities, (vii) rescue and relief during calamities and Disaster Management, etc. under Regular Activities for 240 hours i.e. 120 hours in each year. A work diary is maintained by each and every student volunteer, which is signed by the respective Programme Officer. Based on this Work Diary, the total hours of services rendered by the volunteer is assessed. Apart from Regular Activities, these volunteers are also required to attend one Special Camp of seven-day duration which is conducted in the adopted village/slum of the respective NSS unit. This special camp is a residential camp. On completion of 240 hours of Regular Activities and attending One Special Camp, the NSS volunteer is given a Certificate.

National Integration Camp (NIC)

The National Integration Camp (NIC) is organized every year and the duration of each camp happens to be of 7 days with day-night boarding & lodging. These camps are held in different parts of the country. Each camp involves 200 NSS volunteers along with 10 Programme

Officers to undertake the scheduled activities with an aim to understand the rich cultural diversity of India, national pride through knowledge about India. The national integration camps help understand the cultural heritage thereby arousing patriotic spirit.

National Adventure Camps Program

The camps organized every year are attended by approximately 1500 NSS volunteers with mandatorily 50% of the volunteers being girl students. These camps are conducted in Himalayan Region in the North and Arunachal Pradesh in the North East region. The adventure activities undertaken in these camps include trekking of mountains, water rafting, Para-sailing and basic skiing etc.

NSS Pre- republic Day Parade Camp

The Pre-republic Day Parade Camp are organized in 5 zones all over the country. 200 volunteers participate in each Pre Republic Day Parade Camp. 200 volunteers are selected from these 5 zonal camps who participate in this Republic Day Parade Camp at Delhi.

NSS Republic Day Parade Camp

The first Republic Day Camp of NSS Volunteers was held in 1988. The camp takes place in Delhi between 1st to 31st January every year with 200 NSS selected volunteers who are good in discipline, March-past and cultural activities. A Contingent of selected NSS volunteers participates in the Republic Day Parade at Rajpath, New Delhi on 26th of January every year in accordance with the guidelines and requisition of the Ministry of Defence. The objectives of the Republic Day Parade camp are to enable the volunteers to interact with fellow members hailing from various parts of India, experience the tradition, custom, culture, language of all States of India, provide a chance to develop the overall personality of the student volunteers, and constitute the bond of patriotism, national integration, brotherhood and communal harmony.

North East NSS Festivals

The Government of India, Ministry of Youth Affairs & Sports sanctions a special programme for North Eastern States in the name of “North East NSS Festival” since 2014-15 where NSS volunteers exclusively from eight North Eastern States of India are invited for a period of five days and various programmes viz. cultural programme, educational programme, field visit, etc. used to be organized. Three hundred NSS volunteers from North Eastern States get chance in one camp to share their culture & values and exposed to learn new things.

The **objectives** of North East NSS festival are:

- To instill the value of good ethics, behaviour, group living and dignity of labour.
- To inculcate the value of social harmony and national unity.

- To develop the quality of a good leader.
- To educate on the opportunities available for career prospect and employability.

In order to meet the said objectives, the following programmes are organized:

- Yoga and Physical Exercise/ Self Defense for girls daily for 45 minutes.
- Shramdaan for cleanliness of camp venue and surroundings.
- Four days training on Life Skills and Personality Development.
- Workshop on Career counseling.
- Workshop on preparation of Curriculum Vitae and to face interview.
- Talent hunt on various skills viz. painting, singing, musical instrument, etc.
- Cultural evening by the participants, local artists, SPIC MACAY, Rock Band, folk dance, folk song, etc. Daily half an hour screenplay of film on cultural heritage, tourist places, foods, history, languages of North Eastern States and its paired States marked for Ek Bharat Shresth Bharat.

Resource person / Facilitator for four days training on life skills and other subjects may be invited from the reputed institute within and outside the state.

National Service Scheme (NSS) Award

The Ministry of Youth Affairs and Sports, Government of India has instituted the National Service Scheme (NSS) Awards to recognize the voluntary service rendered by i) University/+2 Councils ii) NSS units and their Programme Officers iii) Volunteer.

These awards were instituted in the year 1993-1994. Since then, these awards are given away every year at various Levels. The details of these awards are as follows:

Table 2.1: Various Awards under the NSS

S. No.	Categories	No. of Awards	Value of Award
1	University/ +2 Council	2	<p>First Award: Rs.5,00,000/- (for NSS Programme Development) with a Trophy to the University/ +2 Council. A Certificate and a Silver Medal to the Programme Coordinator.</p> <p>Second Award: Rs.3,00,000 lakh (for NSS Programme Development) with a Trophy to the University/ +2 Council. A Certificate and a Silver Medal to the Programme Coordinator.</p>

2	NSS Units and their Programme Officers	10+10	Rs.2,00,000/- to each NSS Unit (For NSS Programme Development), with a Trophy. Rs. 1,50,000/- to each Programme Officer with a Certificate and a Silver Medal.
3	NSS Volunteers	30	Rs. 1,00,000/- to each Volunteer, with a Certificate and a Silver Medal.

The objectives of the National Service Scheme (NSS) Award scheme is to recognize outstanding contribution by NSS student volunteers, NSS Programme Officers and the Programme Coordinators in community service, to encourage young NSS student volunteers to develop their personality through community service, to encourage the Programme Officers and the Programme Coordinators of NSS for catering the needs of National Service Scheme through the NSS volunteers, and to motivate NSS Volunteers for continuing their selfless service towards community work.

c) Year of Commencement of Scheme

The National Service Scheme was launched on September 24, 1969, in 37 universities covering all States. The scheme at +2 stage was introduced in 1985 on an experimental basis in states of Karnataka, Kerala, Tamil Nadu, Goa, Gujarat, West Bengal and Union Territory of Daman and Diu. By the year 1992, the NSS programme was extended to the States of Gujarat, Kerala, Punjab, Haryana, West Bengal, Rajasthan, Tamil Nadu, Goa and Union Territories of Chandigarh, Delhi and Pondicherry covering 1.60 lakh students. Presently, Scheme is implemented by all the 36 States/UTs. The total strength of NSS is more than 3.6 million.

d) Present Status with coverage of Scheme

The scheme is implemented across all the 28 States and 8 UTs. The states are: (1) Andhra Pradesh, (2) Arunachal Pradesh, (3) Assam, (4) Bihar, (5) Chhattisgarh, (6) Goa, (7) Gujarat, (8) Haryana, (9)Himachal Pradesh, (10) Jharkhand, (11) Karnataka, (12) Kerala, (13) Madhya Pradesh, (14) Maharashtra, (15) Manipur,(16) Meghalaya (17) Mizoram, (18) Nagaland, (19) Odisha (20) Punjab,(21) Rajasthan, (22) Sikkim, (23) Tamil Nadu, (24) Telangana (25) Tripura, (26) Uttar Pradesh, (27) Uttarakhand, and (28) West Bengal. The scheme is also implemented in UTs, namely (1) Andaman & Nicobar, (2) Chandigarh (3) Dadar & Nagar Haveli and Daman and Diu, (4) Delhi, (5) Jammu and Kashmir, (6) Lakshadweep (7) Puducherry, and (8) Ladakh. The Scheme is operated at the University/ College/ Senior Secondary School level. The NSS is currently being implemented through

479 Universities, 17,676 Colleges/ Technical Institutions, and 12,087 Senior Secondary Schools, ITIs and Polytechnics.

e) Sustainable Development Goals Served

The NSS is aligned with the objectives of the 2030 Agenda for Sustainable Development Goals. There are two sub-goals under the SDGs that are aligned with the scheme. These are sub-goal number 4.4, & 4.7. In sub-goal number 4.4, it has categorically been mentioned that skill development and training are essential components in the development of youth and adolescents, culminating in nation-building and personality development.

The sub-goal number 4.7 mentions by 2030, it is to be ensured that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through the education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of the culture of peace and non-violence, global citizenship and appreciation of cultural diversity and culture's contribution to sustainable development. The National Service Scheme with its different sub-schemes fulfils the SDG sub-goals, as identified.

f) National Development Plans Served

As per the National Youth Policy 2014, the Government of India invests more than Rs. 90000 crore per annum on youth development programmes or approximately Rs. 2710 per young individual per year, through youth-targeted (higher education, Skill development), health care, etc.), and non-targeted (food subsidies, employment, etc.) programmes. Also, the state governments and several other stakeholders are working to support youth development and to enable productive youth participation. However, individual organizations in the non-government sector are small and fragmented, and there is little coordination between the various stakeholders working on youth issues. National Youth Policy provides a holistic vision for the youth of India which is to empower the youth of the country to achieve their full potential, and through them enable India to find its rightful place in the community of nations. To achieve this vision, 11 priority areas have been identified for youth development. The priorities areas are (1) education, (2) employment and skill development, (3) entrepreneurship, (4) health and healthy lifestyle, (5) sports, (6) promotion of social values, (7) community engagement, (8) community engagement, (9) participation in politics and governance, (10) youth engagement, (11) inclusion, and (11) social justice. The future imperatives are also assigned against each of the priorities identified. By achieving the laid down vision, our country can harness the demographic dividend. The NSS with the vision to make the student volunteers an active participant of community development linked with

national development prioritized areas. The NSS' volunteers had also worked effectively in combating COVID-19 Pandemic. Their work started from mask-making to distributing it along with sensitization campaign throughout the country.

2.2.Budgetary Allocation & Expenditure Pattern of the scheme

The budgetary allocation and expenditure pattern of the scheme is given in the table below. The details are for financial years 2014-15 to 2019-20. The actual expenditure is less than the revised estimate across the years. The details of which are as under:

Table 2.2: Budgetary Allocation & Expenditure Pattern of the scheme in Rs. crore

FY	Budget Estimate	Revised Estimate	Actual Expenditure (which includes establishment expenditure of Dte. or RDs, other programmes, grants and reimbursement of State NSS Cell)
2014-15	82.83	92.18	88.46
2015-16	81.05	95.98	93.51
2016-17	137.50	137.50	130.62
2017-18	144.00	146.12	131.40
2018-19	160.00	160.00	126.19
2019-20	160.00	166.55	151.61

The above table presents the trend which shows as increasing actual expenditure for the first four decades 2014-18 and thereafter, it gradually recedes and again surges to Rs.151.61 crores in the year 2019-20. The overall trend of the actual expenditure under the scheme shows an increasing trend.

However, the budget estimate for the year 2015-16 remains lower, as compared to the year 2014-15. It remains static in the year 2018-19 and 2019-20. The revised estimate is increasing over the years in the table given above. It shows that estimate to increase the bandwidth of the scheme after calculations and utilization certificates received from the states. The same has been presented through the graph given below:

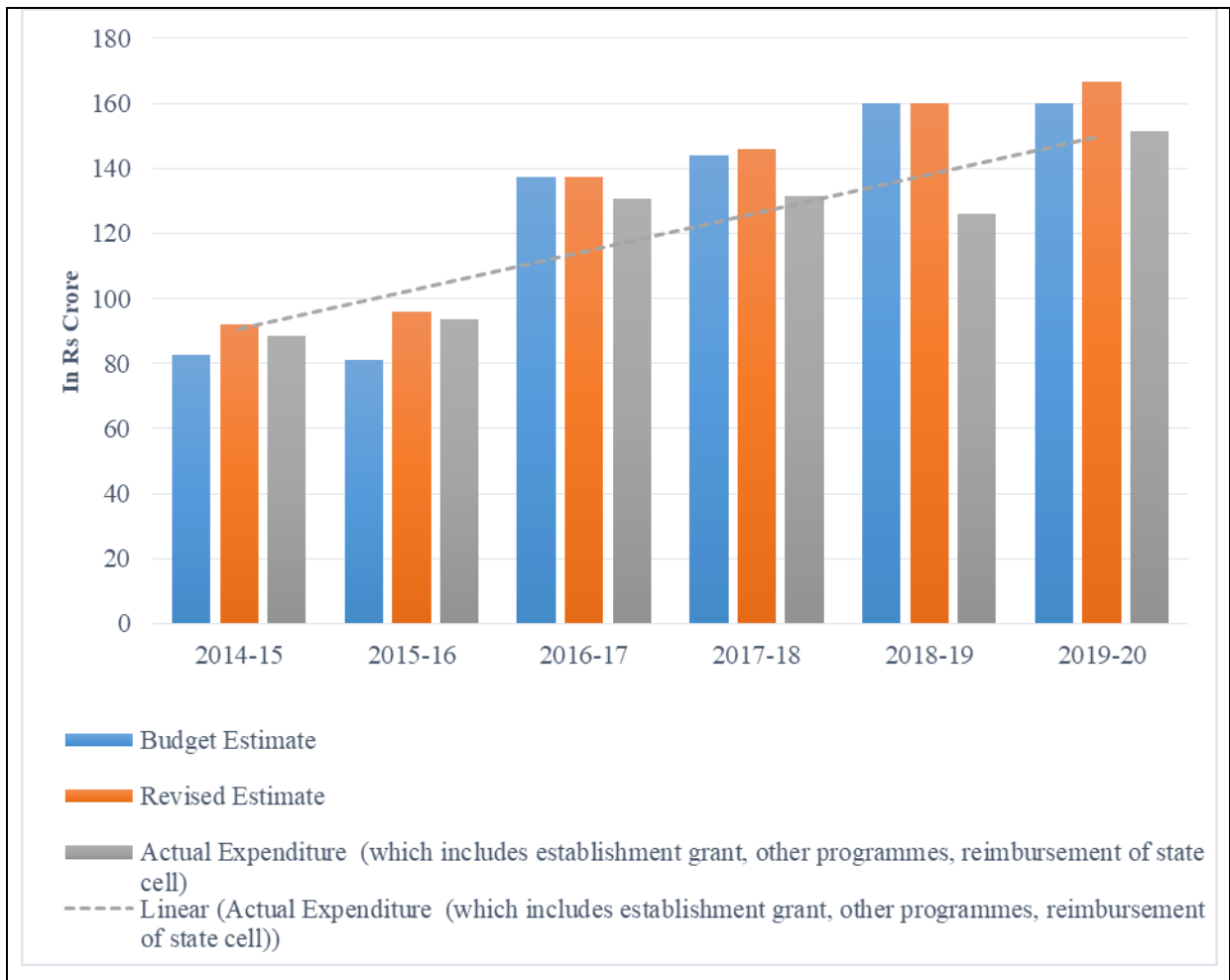


Figure 2.1: Expenditure Pattern of the Scheme

As presented in figure 2.1, the actual expenditure saw a steady rise till 2015-16 followed by a steep rise in the next two years followed by a decline, and again steep rise. The trend for the actual expenditure has been shown through the linear line graph. Except for the year 2018-19, the actual expenditure pattern of the scheme shows towards increase.

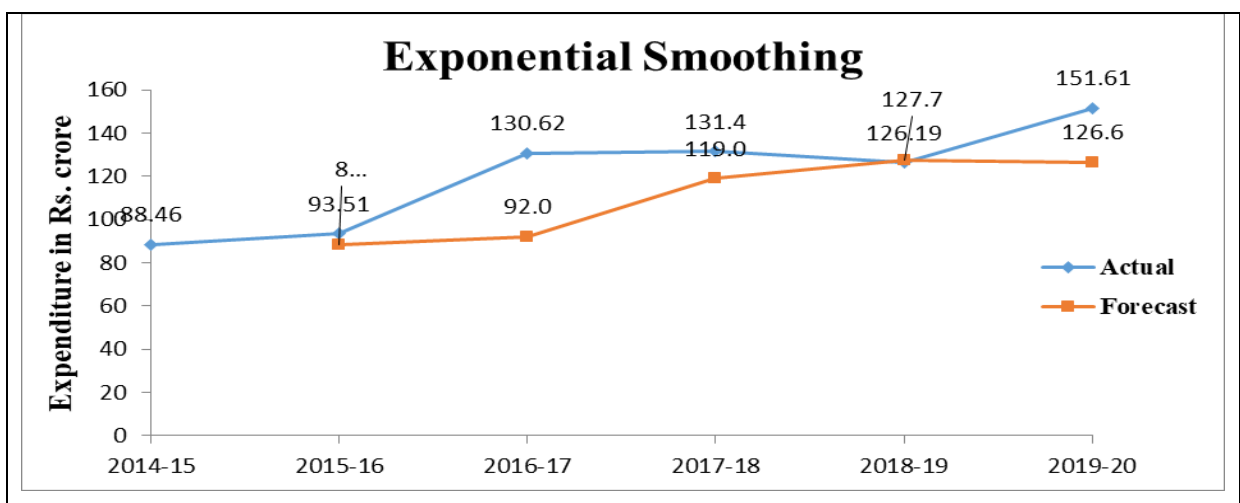


Figure 2.2: Exponential Smoothing of the Actual Expenditure

The diagram above shows the exponential smoothing of the scheme. It shows a close relationship between actual and forecasted line graphs. However, little fluctuation has been observed in the year 2016-17.

Table 2.3: Forecasting accuracy calculation through ‘Mean Absolute Percentage Error’ (MAPE)

FY	Actual Expenditure	Predicated Expenditure	Absolute Percentage Error
2014-15	88.46	#N/A	
2015-16	93.51	88.5	5.4
2016-17	130.62	92.0	29.6
2017-18	131.4	119.0	9.4
2018-19	126.19	127.7	1.2
2019-20	151.61	126.6	16.5
MAPE			11.9

One of the most common measures used to calculate the forecasting accuracy is the mean absolute percentage error (MAPE) that has been used in the exponential smoothing. The formula to calculate MAPE is as follows:

$$\text{MAPE} = (1/n) * \Sigma(|\text{actual} - \text{forecast}| / |\text{actual}|) * 100$$

The MAPE value calculated is 11.9% which shows a moderately optimal relationship between the actual expenditure and forecasted expenditure. However, the lower the value for MAPE, the better a model is able to forecast values with the existing forecast and actual expenditure. As such, the forecasted line graph can predict the expenditure pattern against the actual expenditure considering the expenditure pattern of the scheme across the years. The exponential smoothing in the case of National Service Scheme shows a model with moderately ‘good-fit’. As such, the financial flow under the scheme has been found satisfactory.

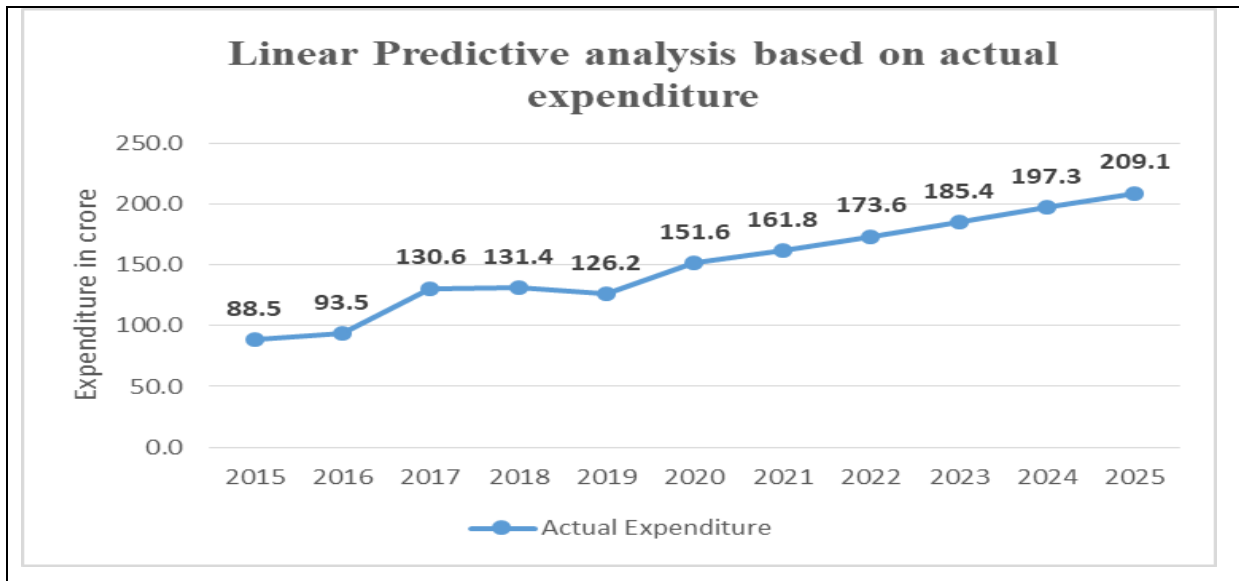


Figure 2.3: Linear Predictive Analysis based on the actual expenditure of the last five years
 Based on the actual expenditure of the last five-year linear predictive analysis has been done provided there is no change within the components of the scheme. If the components, such as benefits given to volunteer students under general activity, special camps, other programmes and administrative costs remain unchanged. However, these components have not been revised since long and thus, the predictions may be revised based on the reconfigured financial instruments of the scheme.

2.3. Summary of Past Evaluation since inception of Scheme

Year of Evaluation

Evaluation studies of NSS have been undertaken periodically since the introduction of the scheme. The first evaluation of NSS was done by 4 TORCs in the year 1986-87 covering the institutions under their jurisdiction. A decade later, Indian Institute of Public Administration (IIPA) in the year 1996-97 evaluated the scheme as an external agency. Then the evaluation of NSS was undertaken in 2006 by Tata Institute of Social Sciences (TISS). After a decade of that evaluation, the Ministry of Youth Affairs and Sports desired evaluation of National Service Scheme (NSS). The agencies empanelled with NITI Aayog were asked to submit the proposals. Invision Communications & Research Pvt. Ltd was awarded the study through competitive bidding. Invision Communications & Research Pvt. Ltd did the last study and analysis of the scheme in the year 2016.

Agency Hired for Evaluation

Invision Communications & Research Pvt. Ltd, New Delhi was hired for the evaluation of the scheme in the year 2016.

Recommendations made and accepted

All the recommendations were accepted by the Ministry/Department for the improvement in the NSS Scheme.

3. METHODOLOGY

Taking cognizance of the objectives, procedures, processes, and outcomes of the scheme, the methodological approach was adopted. Parameters were designed to quantitatively and qualitatively assess the objectives of the evaluation study. The objective-based approach assessed if the initially set goals of the scheme were duly met with. Apart from the evaluation of the objectives of the scheme, its outcomes were also studied. The strengths and weaknesses of the scheme were viewed in light of whether the process of the scheme has been instrumental in achieving the desired outcomes.

The evaluation study made use of both primary and secondary data for the assessment of the scheme's goals, processes, and outcomes. Secondary information including Scheme Budget (particularly in terms of revised and disbursed amounts) was obtained from the Ministry of Youth and Sports Affairs. Semi-structured questionnaires were one of the important instruments for obtaining primary data. They were administered to the beneficiaries and other stakeholders of the scheme to understand the effectiveness and gauge the overall success of the scheme.

The selection of samples under any study was crucial for deciding the evaluation strategy. The sample under study was selected based on the total number of beneficiaries covered. The total number of beneficiaries was statistically put to 95% of confidence level and 5% margin of error. Based on this, a total of 384 beneficiaries were worked out as a sample size for the evaluation study.

The evaluation study took into account a set of key objectives of the scheme. Structured questionnaires were prepared, piloted and finalized after discussing with the Ministry officials. However, key identified parameters under the EFC/SFC document was meticulously considered while designing the objectives of the study. Subsequent telephonic follow-ups were conducted with the beneficiaries at several stages of the evaluation study to mitigate concerns of attrition bias- a typical factor that tends to undermine scheme evaluation study. The different layers of stakeholders were contacted and questionnaires, administered.

The several interaction rounds proved to be significantly effective in obtaining the feedback in terms of existential (experiential, experimental, objective, observational) challenges faced by the scheme stakeholders. Telephonic conversation and video conferencing were commenced with many beneficiaries to arrive at objective findings. While interacting with the beneficiary volunteers, the observation was also applied. As such, the study used research tools like observation, questionnaires, in-depth interviews, and focus group discussions (FGDs) with supply-side and demand-side stakeholders. The collected information in the excel sheet was sorted and objective-based findings were brought out. The measure of central tendency has been used to find the quantitative value of indicators with regard to the findings. The scheme was also assessed to know the extent to which it has increased the values of composite culture contributing to the personality development of the volunteers and the nation-building process. It is worth mentioning that the study has followed a positivist frame of reference bridging the gap between a-priori and post-priori perceptions and preludes. The framework of the study has taken into account both emic and etic approaches to arrive at the conclusive findings. A balanced blend of inductive and deductive interpretations of the facts and figures constituted the central thrust of our methodology. The secondary information was derived from the data shared by the Ministry of Youth Affairs and Sports.

The primary data was used based on establishing a contact base with the beneficiary respondents. The quantitative data was derived from questionnaires, interview schedule whereas for the qualitative data the beneficiaries provided their concerns through focus group discussion while the study team applying observation. The evaluation with a pragmatic approach included research tools like questionnaires, observation, interview schedules, and focus group discussions. We adopted evaluation methodology like interaction with NSS Volunteers, Programme Officers, Programme co-ordinators, State NSS Officers, Officers at Directorate of NSS, New Delhi & Regional Directorates. Thus, a balanced and comprehensive methodological framework has been designed to conduct the study. The four categories of stakeholders were administered through a survey tool to collect primary information. The secondary data were collected from the Directorate of NSS, New Delhi, Regional Directorates of NSS and SNOs.

3.1 Approach (Methodology adopted), Division of the country into 6 Geographical Regions/Zones (North, South, East, West, North East and Central) as Classified by NSSO

With the comprehensive methodology, and pragmatic approach the study was conducted. The methodology under the study was designed in such a way that the selected sample size was representative of the population. The NSSO classified six zones were considered while

selecting the states. One state from each of the six zones was selected based on the maximum number of beneficiary Students/Youth covered under the NSS. In the study, six states were selected, namely (1) Assam, (2) Maharashtra, (3) Odisha, (4) Rajasthan (5) Tamil Nadu, and (6) Uttar Pradesh. The states were selected from each of the six NSSO zones as per the requirement of the study. Two districts from each of the states were selected based on the maximum number of beneficiary volunteers covered under the scheme. From Assam, two districts, namely Kamrup and South Salmara Mankachar, from Maharashtra, Hingoli and Pune, from Odisha, Deogarh and Khordha, from Rajasthan, Jaipur and Pratapgarh, from Tamil Nadu, Chennai and Aryalur, and from Uttar Pradesh, Jaunpur and Kasganj were selected.

Table 3.1: Selection of the Study Area

UNIT		SAMPLE SIZE
Zones	States (6)	Districts (12)
North	Rajasthan	Jaipur, (2) Pratapgarh
West	Maharashtra	Hingoli, (2) Pune
East	Odisha	Deogarh, (2) Khordha
South	Tamil Nadu	Chennai, (2) Aryalur
Central	Uttar Pradesh	Jaunpur, (2) Kasganj
North-East	Assam	Kamrup, (2) South Salmara Mankachar

3.2 Sample Size and Sample Selection Process, Tools Used: Field Study/ Questionnaire, Primary and Secondary Data

The study has followed a multistage sampling technique procedure. In the first stage, one state/UT from each of the NSSO zones with the highest number of beneficiaries was selected. This included Uttar Pradesh from the central zone, Maharashtra from the western zone, Odisha from the eastern zone, Assam from the North-Eastern zone, Tamil Nadu from the southern zone, and Rajasthan from the northern zone.

In the second stage, two districts from each of the selected states with the highest number of NSS student volunteers were selected to collect information to meet the study sample.

In third stage, two institutions were selected for each of the districts selected. For shortlisting beneficiaries to be sampled, data provided by the Ministry, Directorate of NSS, and Selected Regional Directorates was considered.

By applying the confidence level of 95% and 5% margin of error, the sample size of the study for beneficiaries was calculated. Based on the coverage of the scheme by state, the sample size was worked out be 384 student volunteers across the six NSSO classified zones. Also, 50 community leaders were contacted to share their feedback on the research tools exclusively designed for them. From each of the states, the state NSSO officer was asked to share the

feedback based on the tool designed. A focus group discussion was commenced in each of the districts selected consisting of 6 participants each. Thus, a total of 506 respondents constituted the sample size of the study.

Table 3.2: Number of NSS Volunteers across the States and UTs

SN	States / UTs	NSSO Zone	No. of NSS Volunteers
1	Rajasthan	1 - North	205000
2	Punjab	1 - North	158500
3	Haryana	1 - North	111100
4	Himachal Pradesh	1 - North	75500
5	Delhi	1 - North	60400
6	Jammu & Kashmir	1 - North	38500
7	Chandigarh	1 - North	14000
8	Uttar Pradesh	2 - Central	307600
9	Madhya Pradesh	2 - Central	153700
10	Uttarakhand	2 - Central	59100
11	Orissa	3 - East	115500
12	West Bengal	3 - East	109300
13	Bihar	3 - East	66800
14	Jharkhand	3 - East	56700
15	Assam	4 – North East	46900
16	Meghalaya	4 – North East	37400
17	Tripura	4 – North East	32600
18	Mizoram	4 – North East	30100
19	Manipur	4 – North East	20900
20	Sikkim	4 – North East	16400
21	Arunachal Pradesh	4 – North East	13800
22	Nagaland	4 – North East	9300
23	Tamil Nadu	5 - South	390700
24	Karnataka	5 - South	278200
25	Andhra Pradesh	5 - South	204100
26	Kerala	5 - South	182800
27	Telangana	5 - South	139800
28	Puducherry	5 - South	16900

SN	States / UTs	NSSO Zone	No. of NSS Volunteers
29	Lakshadweep	5 - South	1700
30	Andaman & Nicobar	5 - South	1600
31	Maharashtra	6 – West	327700
32	Gujarat	6 – West	187900
33	Chhattisgarh	6 – West	95800
34	Goa	6 – West	30900
35	Daman & Diu	6 – West	1600
36	Dadar & Nagar Haveli	6 – West	1200

The scheme with the maximum financial outlays and the maximum coverage of volunteers were considered as the instrumental yardstick for sample selection. The study followed a multistage sampling technique. In the first stage, selection of state was done from each of the NSSO zones with the highest number of beneficiaries. In the second stage, two districts from each of the six states, one having maximum and other having the minimum number of NSS student volunteers were purposively selected. From each district two institutions were covered, thus total institutions covered were 24. Selection of institution was based on volunteers covered, thus one institution with the maximum volunteers and one institution with the minimum number of volunteers were purposively selected. One institution (college/school) was to be from urban area and the second one from a moderately urban area. Thus, the study was conducted in 6 states of the NSSO classified zones, 12 districts and 24 institutions – schools and colleges. From these selected districts two institutes, preferably one school and one college were selected. The flow chart of the institution selected is depicted in the diagram below:

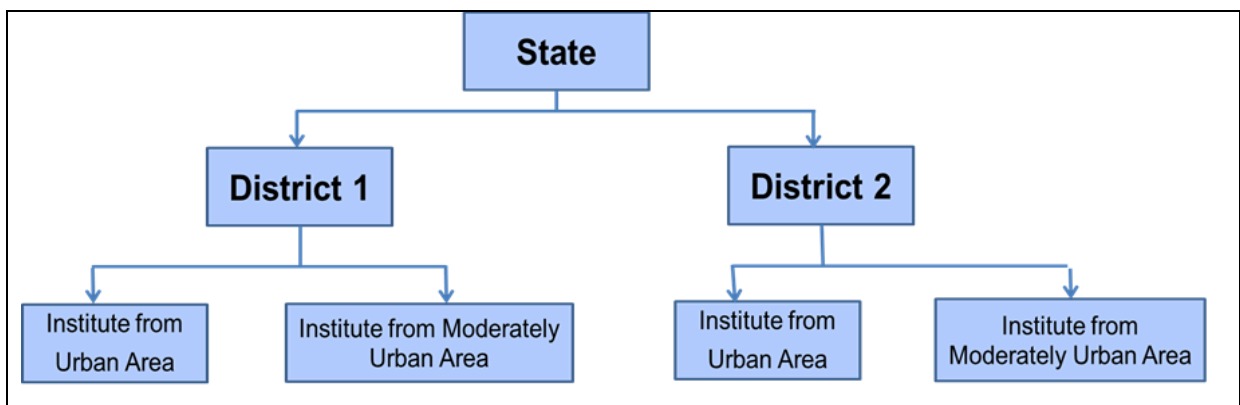


Figure 3.1: Flow Chart of Institute Selection

The diagram above demonstrates the selection process of beneficiary volunteers under the study.

The total number of student volunteers covered across NSSO classified zones are as under:

Table 3.3: Number of Volunteers covered under the Scheme by NSSO zone

NSSO Zones	National Volunteers	Percentage
North	663000	18.4
Central	520400	14.5
East	348300	9.7
North East	207400	5.8
South	1215800	33.8
West	645100	17.9
Total	3600000	100.0

The table above shows the number of volunteers covered under the scheme across the states in NSSO zones for the year 2019. The maximum coverage of the volunteers under the scheme has been found in the south zone (33.8%), followed by north zone (18.4%), west zone (17.9%), central zone (14.5%), east zone (9.7%) and northeast zone (5.8%).

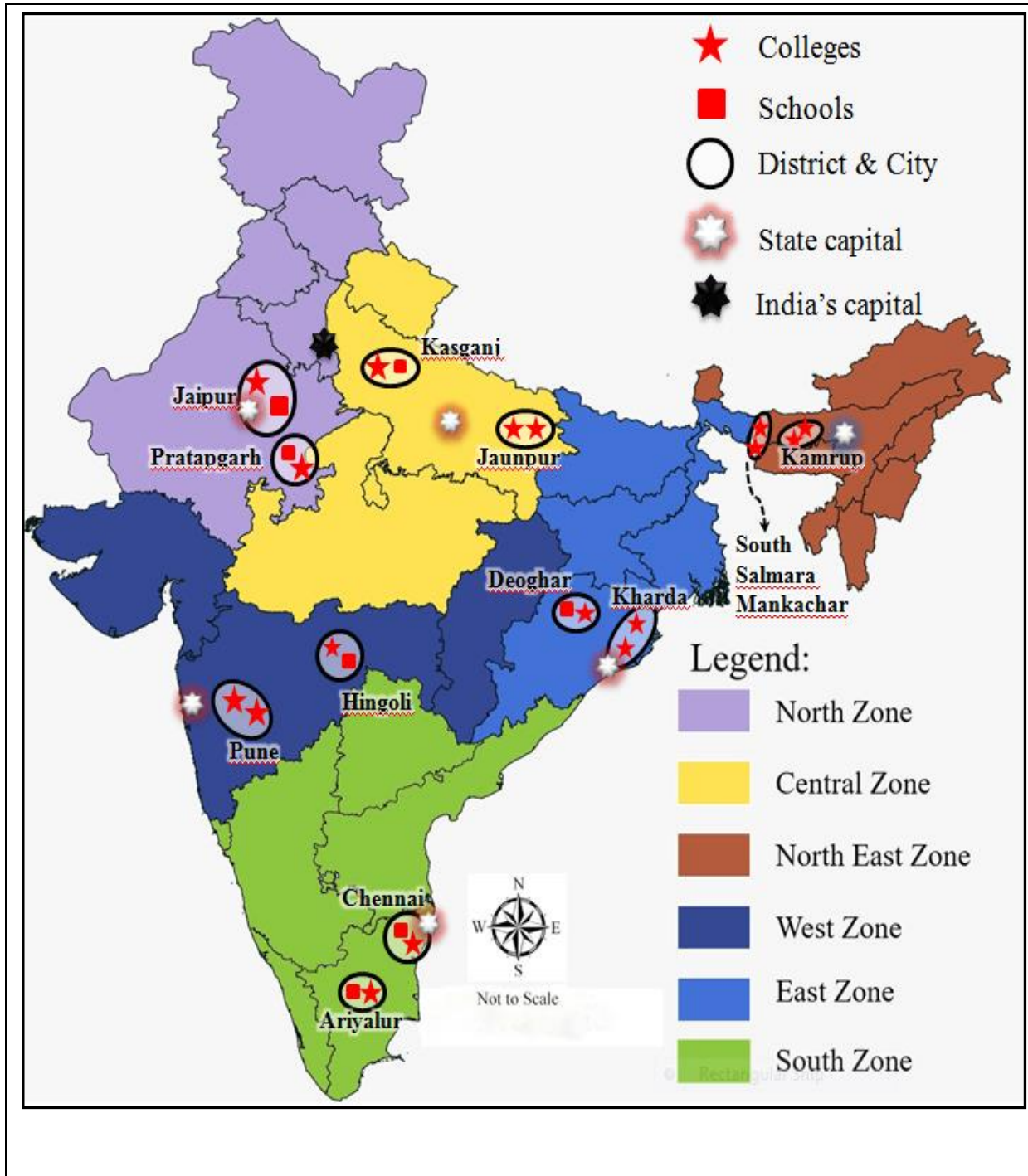


Figure 3.2: Sample Size for the Study by Location

The research tools used for garnering primary information were semi-structured questionnaires, in-depth interview, focus group discussion and observation. The instruments used in data collection are as under:

a. Questionnaires for demand-side stakeholder - Volunteers

A total of 384 volunteers were canvassed using a questionnaire comprising of 41 questions. The first section dealt with the personal details of the volunteers as the questions were related to their gender, caste, religious community they belonged to, family size, earning family

members, family's monthly income, & expenditure. The second thematic section incorporated questions focusing on the adequate and relevant scheme information known to volunteers. Questions were framed to gain information on as to how they:

1. correlate and understand themselves in relation to their community.
2. identify the needs and problems of the caste & religion based communities and involve them in the problem-solving process.
3. develop among themselves a sense of social and civic responsibility
4. succeeded in finding a practical solution to individual and community problems
5. Questions were also framed to assess the volunteers' perception of:
6. abilities for group-living and sharing of responsibilities ;
7. skills in mobilizing community participation.
8. leadership qualities and democratic attitude and do they practice national integration and social harmony.

It was enquired if they committed themselves to environmental and social issues. It was asked if they faced any cultural issues or biasness at the camps. Their reason for choosing NSS was asked. Their percentage before and after joining NSS was also recorded to analyses the impact of NSS in the academic life of the volunteers. Their thoughts about the structure and content of NSS activities was asked. Their satisfaction with the food and accommodation facilities at the camps was queried.

The Thematic part also focused on assessing the effectiveness of the training imparted during 20 hours of the core portion of NSS, whether the scheme has helped the Volunteers in developing personality, confidence, exposure, and skill enhancement. Questions focusing patriotism, Shramdaan as a part of nation-building activities and securing employability were also incorporated.

b. Questionnaires for supply-side stakeholders – APA, Directorate of NSS, New Delhi, Regional Directorates of NSS, SNOs, PCs and POs at national & regional directorates, SNOs, PCs & POs

Apart from asking basic details, information was acquired about their role in supervising various activities as a part of NSS events. It was asked whether they want any improvement in the allocation of resources and finances of the scheme. Further suggestions about their views on the number of activities conducted and types of activities conducted were taken. Their role in regulating and supervising various activities was queried. It was asked if the volunteers/POs/PCs could approach the respective authorities with the unresolved matters

and hurdles. It was questioned if they would prefer an online distribution of certificates for the volunteers.

c. In-depth Interview

The study team also interacted with various levels of stakeholders including officials from national, regional, state, university, college, and school level to capture required information for an effective outcome. The instrument provided qualitative information to the study team.

d. Focus Group Discussions (FGDs)

The focus group discussion involved gathering volunteers and different stakeholders from different capacities relating to the scheme. The different nuances of the schemes were discussed to arrive at the precision. The perceptions of both demand and supply-side stakeholders were asked and responses were documented in the research diary. The participants were given full freedom to explain the issues and concerns in detail. It is a discussion under FGD that was moderated by the study team. One of the objectives of the FGDs was to cross-check the claims of the institutes about the facilities and services being provided.

e. Observation

Observation as a tool was used in understanding the issues and challenges of the scheme. It involved three processes, i.e. (i) sensation (ii) attention (iii) perception. The sensation was gained through the idea of pre-conceived through secondary information. The attention was paid to the way stakeholders were found responding. The perception comprises the interpretation of benefits vis-à-vis supply of the subsidized mobility. Thus, observation served the purpose of (i) studying collective behaviour and complex situations; (ii) following up of individual units composing the situations; (iii) understanding the whole and the parts in their interrelation; (iv) getting the out of the way details of the situation. The ministry shared the information about the coverage of the scheme that guided the team in the selection of the sample size.

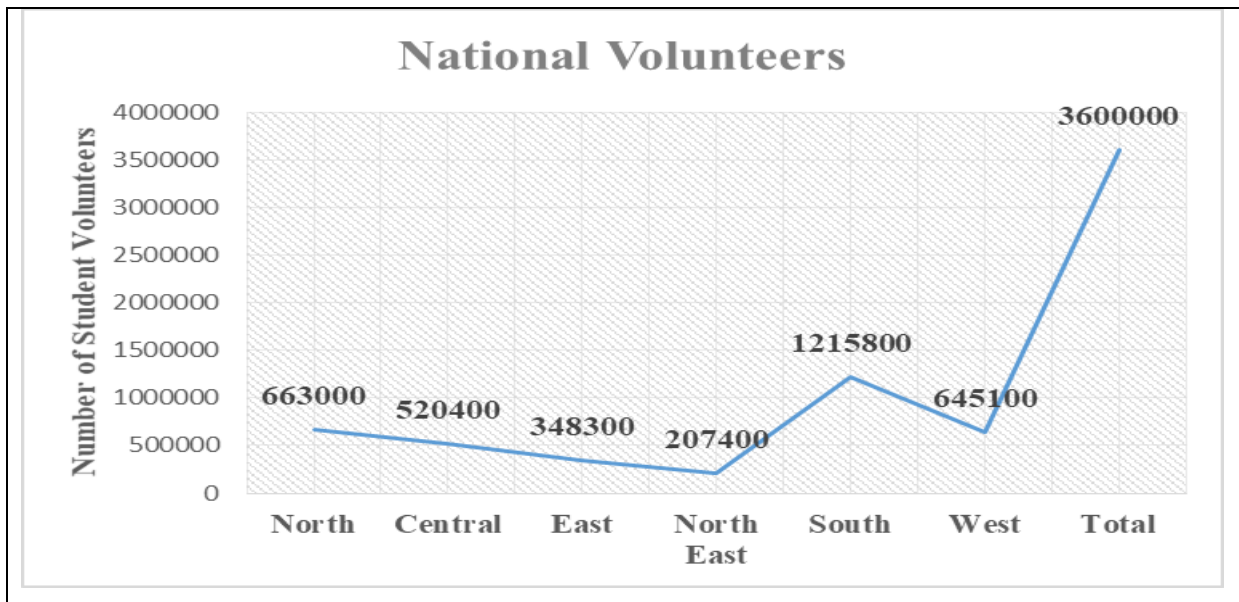


Figure 3.3: Volunteers covered under the scheme across the zones

The diagram shows the number of volunteers covered under the scheme across the zones. The line graph indicates maximum elevation before the south zone, followed by north and other zones. However, a total of 3600000 volunteers have been covered under the scheme for the year 2019-20.

4. OBJECTIVES OF THE STUDY

In consultation with the Department of Youth Affairs, NSS Section, the following objectives of the evaluation study were finalized. The objectives were

1. to study the extension dimension of student youth to the higher education system;
2. to assess the orientation that student youth has received for community service;
3. to know the extent to which volunteers are aware of social service;
4. to assess the extent to which that social service had been included in camp activities;
5. to analyse the common perception of the community about the scheme;
6. to study whether the scheme has been able to achieve its set goals and should the scheme be continued or closed; and
7. Suggestions to improve the effectiveness of the scheme.

4.1 Performance of the Scheme based on the Output/Outcome indicators

Based on abovementioned objectives, the performance of the scheme has been assessed considering the following output/outcome indicators:

1. Extension dimension of student youth to the higher education system;
2. Orientation of student youth for community service;
3. Awareness of volunteers about social service;

4. Inclusion of Social Service in Camp Activities; and
5. Perception of the community about the scheme.

1. Extension dimension of student youth to the higher education system

The scheme enables the student volunteers to associate with the community within which they live. The exercise of problem-solving within the community is one of the concerns that the activities under scheme teach the student volunteers. It aspires the students to extend their educational pursuits effectively. The student as a bearer of social and civic responsibility shapes the peer group in a similar direction when they go for higher education. The leadership qualities and democratic values empower the student to learn and practice equality, liberty and fraternity. It also helps understand and appreciate our cultural heritage. The enrollment of student volunteers to higher learning help them contribute to the nation-building process. The learning ecosystem is largely shaped by the kind of values that the students bear and forward it to the peer group. The community-centric values enable them to practice in line with the expected role for national integration. The altruism imparted by the activities under NSS helps develop social harmony. Promotion to adult literacy, pre-school education of school drop-outs, programmes on the eradication of social evils, immunization, blood donation, health education, AIDS awareness, plantation of trees and their preservation/up keeping, cleaning and maintenance of street, work in hospitals, orphanage, old-age homes, women welfare skill training etc. are some of the activities that are considered under camp activities of NSS.

Table 4.1: Views of student Volunteers on the Activities under NSS

States	Environmental	Social Issues	Democratic Values	Cultural Issues	Community Service
Assam	63 (98.4)	62 (96.9)	62 (96.9)	11 (17.2)	36 (56.3)
Maharashtra	56 (87.5)	53 (82.8)	56 (87.5)	41 (64.1)	40 (62.5)
Odisha	51 (79.7)	51 (79.7)	59 (92.2)	13 (20.3)	13 (20.3)
Rajasthan	62 (96.9)	60 (93.8)	51 (79.7)	16 (25)	33 (51.6)
Tamil Nadu	57 (89.1)	54 (84.4)	50 (78.1)	14 (21.9)	15 (23.4)
Uttar Pradesh	55 (85.9)	56 (87.5)	51 (79.7)	34 (53.1)	30 (46.9)
Total	344 (89.6)	336 (87.5)	329 (85.7)	129 (33.6)	167 (43.5)

The table above informs that the environmental awareness is found more in the beneficiaries from Assam (98.4%), followed by Rajasthan (96.9%), Tamil Nadu (89.1%), Maharashtra (87.5%), Uttar Pradesh (85.9%) and Odisha (79.7%). On the indicator of social service, the

maximum beneficiaries have expressed from the state of Assam (96.9%), followed by Rajasthan (93.8%), Uttar Pradesh (87.5%), Tamil Nadu (84.4%), Maharashtra (87.5%), and Odisha (79.7%). For the democratic values, out of the total responses shared, the maximum responses are from the state of Assam (96.9%), Odisha (92.2%), Maharashtra (87.5%), Rajasthan (79.7%), Uttar Pradesh (79.7%), and Tamil Nadu (78.1%). On the component of cultural issues, the highest affirmative score has been reflected from the state of Maharashtra (64.1%), followed by Uttar Pradesh (53.1%), Rajasthan (25%), Tamil Nadu (21.9%), Odisha (20.3%) and Assam (17.2%). On the indicator of community service, the maximum positive responses have been received from the State of Maharashtra (62.5%), followed by Assam (56.3%), Rajasthan (51.6%), Uttar Pradesh (46.9%), Tamil Nadu (23.4%) and Odisha (20.3%). Overall, the maximum score expressed by sampled beneficiaries is evident on environmental awareness (89.6%), followed by social issues (87.5%), democratic values (85.7%), community service (43.5%), and cultural issues (33.6%). The average percentage by summing up all the indicators, the highest percentage has reported from the state of Maharashtra (76.9%), followed by Assam (73.1%), Uttar Pradesh (70.6%), Rajasthan (69.4%), Tamil Nadu (59.4%), and Odisha (58.4%). Approximately, 68% is the average score of the scheme on the above components.

2. Orientation of student youth for community service

Orientation to community service is one of the crucial objectives of the NSS that the study has covered. The NSS is implemented in senior secondary schools, colleges and universities. The scheme intends to orient the students to community services. It envisages developing the personality and character of the student youth through voluntary community services. The responses of the beneficiary volunteers were documented. The summarized feedback of student volunteers are as under:

Table 4.2: Orientation of Students on Community Services

State	Corona awareness	Cleanliness	Help	Blood	Social Discrimination	Gender	Social Awareness	Others
Assam	10 (15.6)	8 (12.5)	5 (7.8)	6 (9.4)	10 (15.6)	6 (9.4)	9 (14.1)	10 (15.6)
Maharashtra	3 (4.7)	4 (6.3)	8 (12.5)	4 (6.3)	10 (15.6)	6 (9.4)	18 (28.1)	11 (17.2)
Odisha	4 (6.3)	6 (9.4)	7 (10.9)	5 (7.8)	7 (10.9)	5 (7.8)	18 (28.1)	12 (18.8)
Rajasthan	23 (35.9)	2 (3.1)	(0)	4 (6.3)	11 (17.2)	4 (6.3)	7 (10.9)	13 (20.3)
Tamil Nadu	8 (12.5)	9 (14.1)	4 (6.3)	7 (10.9)	9 (14.1)	4 (6.3)	9 (14.1)	14 (21.9)
Uttar Pradesh	3 (4.7)	7 (10.9)	11 (17.2)	4 (6.3)	4 (6.3)	3 (4.7)	20 (31.3)	12 (18.8)
Average	8.5 (13.3)	6 (9.4)	7 (10.9)	5 (7.8)	8.5 (13.3)	4.7 (7.3)	13.5 (21.1)	12 (18.8)

In the table above, the community services have been assessed based on responses received from the beneficiary students on different components. The responses received from

beneficiaries have been subsumed into seven categories. The responses were majorly received on six components. The other multiple responses have been classified in one, as 'others'. The major components are: corona awareness, cleanliness, help, blood donation camp, social discrimination, gender and social awareness. It has been found that for the corona awareness, the maximum affirmative responses have been reported from Rajasthan (35.9%), followed by Assam (15.6%), Tamil Nadu (12.5%), Odisha (6.3%), and 4.7% each in Maharashtra and Uttar Pradesh. For cleanliness, maximum positive feedback has been received from Tamil Nadu (14.1%), followed by Assam (12.5%), Uttar Pradesh (10.9%), Odisha (9.4%), Maharashtra (6.3%) and Rajasthan (3.1%). For 'help' as one of the community service concerns, the maximum percentage of responses have been registered from Tamil Nadu (14.1%), followed by Assam (12.5%), Uttar Pradesh (10.9%), Odisha (9.4%), Maharashtra (6.3%) and Rajasthan (3.1%). On the component of blood donation camp, the maximum percentage of beneficiaries' assents have been from the state of Tamil Nadu (10.9%), followed by Assam (9.4%), Odisha (7.8%), Rajasthan (6.3%) and Uttar Pradesh (6.3%). The maximum percentage of anti-social discrimination campaigns have been endorsed by beneficiary volunteers from the state of Rajasthan, followed by Assam and Maharashtra (15.6% each), Tamil Nadu (14.1%), Odisha (10.9%) and Uttar Pradesh (6.3%). Out of the total student volunteers surveyed under the study, the maximum percentage of respondents from the state of Assam and Maharashtra (9.4% each), followed by Odisha (7.8%), Rajasthan and Tamil Nadu (6.3% each) expressed their awareness about gender related issues. The maximum percentage of beneficiaries have led campaign relating to social awareness in the state of Uttar Pradesh (31.3%), followed by Maharashtra & Odisha (28.1% each), Assam and Tamil Nadu (14.1% each), and Rajasthan (10.9%). For others, the maximum percentage of beneficiaries are evident in the state of Tamil Nadu (21.9%), followed by Rajasthan (20.3%), Odisha and Uttar Pradesh (each for 18.8%), and Assam (18.8%). Overall, Social awareness (21.1%) has scored more, as compared to others (18.8%), anti-social discrimination and Corona awareness (each for 13.3%), Help (10.9%), cleanliness (9.4%) blood donation camp (7.8%) and gender sensitization (7.3%).

3. Awareness of volunteers about social service under NSS

The study has analyzed as to when the student volunteer received the awareness about the NSS. The sooner a volunteer knows about it, the better is the chance to get accustomed to its prescriptions and practices. The information about the scheme was found mostly available with the school, college and universities, and accessible to beneficiary students. The NSS coordinators, principals and university administration easily pass on the information about the

NSS. The preference in admission etc. is also extended to the NSS volunteers. The social service part, particularly the special camps include only 50% of the beneficiaries participated in the regular activities. The standard at which the beneficiaries received the information about NSS is summarized in the table below:

Table 4.3: Awareness of NSS by Educational Class

State	11th Standard	12th Standard	Bachelors	Masters	Total
Assam	3 (4.7)	3 (4.7)	58 (90.6)	0 (0)	64 (100)
Maharashtra	26 (40.6)	5 (7.8)	32 (50)	1 (1.6)	64 (100)
Odisha	15 (23.4)	8 (12.5)	41 (64.1)	0 (0)	64 (100)
Rajasthan	30 (46.9)	5 (7.8)	29 (45.3)	0 (0)	64 (100)
Tamil Nadu	46 (71.9)	5 (7.8)	13 (20.3)	0 (0)	64 (100)
Uttar Pradesh	9 (14.1)	5 (7.8)	47 (73.4)	3 (4.7)	64 (100)
Average	21.5 (33.6)	5.2 (8.1)	36.7 (57.3)	0.7 (1)	64 (100)

Most of the beneficiaries received information about NSS before Master level courses. Around 42% of beneficiaries received the information about NSS before 12th class. However, the maximum percentage of information receiving beneficiaries have been found in Bachelor Degree (57.3%). A bare minimum 0.7% of beneficiaries have received the information while doing a master degree. 21.5% of beneficiaries undergoing 11th standard have received the information about NSS. For this, the maximum percentage of beneficiaries have been found in the state of Tamil Nadu (71.9%), followed by Rajasthan (46.9%), Maharashtra (40.6%), Odisha (23.4%), Uttar Pradesh (14.1%) and Assam (4.7%). Out of the total beneficiaries responded on the component, 8.1% of them received information about NSS while doing 12th standard. The maximum percentage has been reported from Odisha (12.5%) and almost the same percentage from the states of Assam, Maharashtra, Rajasthan, Tamil Nadu and so on. Overall, the information about NSS is accessible to the maximum percentage of beneficiary students undergoing Bachelor degree (57.3%), followed by 11th class (36.6%), 12th class (8.1%) and Master degree (1%).

Table 4.4: Channels of Information for the National Service Scheme

State	Exhibition/ Seminars	Educational Institutions	Peer Group	Social Media	State Officials	Total
Assam	0 (0)	61 (95.3)	1 (1.6)	2 (3.1)	0 (0)	64 (100)
Maharashtra	3 (4.7)	49 (76.6)	0 (0)	11 (17.2)	1 (1.6)	64 (100)
Odisha	2 (3.1)	49 (76.6)	2 (3.1)	11 (17.2)	0 (0)	64 (100)
Rajasthan	0 (0)	59 (92.2)	0 (0)	4 (6.3)	1 (1.6)	64 (100)
Tamil Nadu	1 (1.6)	52 (81.3)	6 (9.4)	5 (7.8)	0 (0)	64 (100)
Uttar Pradesh	2 (3.1)	38 (59.4)	1 (1.6)	21 (32.8)	2 (3.1)	64 (100)
Total	8 (2.1)	308 (80.2)	10 (2.6)	54 (14.1)	4 (1)	384 (100)

The table informs the channels of information through which the beneficiary students got to know about the NSS. The maximum percentage of beneficiaries have received the information through educational institutions (80.2%), followed by social media (14.1%), peer group (2.6%), exhibition and seminars (2.1%) and state officials (1%). As such, major information providers are educational institutions. The exhibition and seminars being a minor player in the information dissemination about the NSS has been reported considerably from the state of Maharashtra (4.7%), followed by Uttar Pradesh and Odisha (3.1% each), and Tamil Nadu (1.6%). Educational institutions disseminating information about the scheme has been recorded the highest in the state of Assam (95.3%), followed by Rajasthan (92.2%), Tamil Nadu (81.3%), Maharashtra and Odisha (76.6% each) and Uttar Pradesh (59.4%). The other channels, namely peer group, social media and state officials have played a marginal role in the information dissemination about the scheme. Overall, the educational institutions are playing an instrumental role in disseminating information about the scheme.

4. Inclusion of Social Services in Camp Activities

Social services are embedded in the camps of the NSS. The activities under the scheme provide opportunities to the student youth of 11th & 12th Class of schools at +2 Board level and student youth of Technical Institutions, Graduate & Post Graduate at colleges and University level to take part in various Government led community service activities & programmes. The sole aim of the NSS is to provide hands-on experience to young students in delivering community service.

Table 4.5: Perception of Student Volunteers on social services across the sampled states

State	Camp activities related to Social Service	Camp activities without Social Service	Total
Assam	62 (96.9)	2 (3.1)	64 (100)
Maharashtra	53 (82.8)	11 (17.2)	64 (100)
Odisha	51 (79.7)	13 (20.3)	64 (100)
Rajasthan	60 (93.8)	4 (6.3)	64 (100)
Tamil Nadu	54 (84.4)	10 (15.6)	64 (100)
Uttar Pradesh	56 (87.5)	8 (12.5)	64 (100)
Total	336 (87.5)	48 (12.5)	384 (100)

The table above presents the camp activities related to social service, as expressed by volunteer students. The tabular information discloses that the majority of the volunteers (87.5%) are agreeing with the social services being an integral part of camp activities. However, barely 12.5% of respondents disagreed with this concern. Camp activities related to social services have been found majorly expressed from the state of Assam (96.9%), followed by Rajasthan (93.8%), Uttar Pradesh (87.5%), Tamil Nadu (84.4%), Maharashtra (82.8%)

and Odisha (79.7%). NSS camps without social services have been reported in the range of 17% to 20% in the states of Odisha and Maharashtra. Minor such responses have been received from Tamil Nadu, Uttar Pradesh and Assam. To assess the degree to which both integration and integration of social services have been hypothesized as similar using unequal variance and processed through t-Test.

Table 4.6: t-Test: Two-Sample Assuming Unequal Variances for inclusion and non-inclusion of social services

	<i>Inclusion of Social Services in NSS Camps</i>	<i>Non-inclusion of Social Services in NSS Camps</i>
Mean	56	8
Variance	18	18
Observations	6	6
Hypothesized Mean Difference	0	
Df	10	
t Stat	19.6	
P(T<=t) one-tail	0.0	
t Critical one-tail	1.8	
P(T<=t) two-tail	2.6	
t Critical two-tail	2.2	

The table above statistically confirms that there is absolute marked mean difference received on the above components. Considering hypothesized mean difference is 0, the t-Stat has been calculated as 19.6 and t Critical two-tail as 2.2. In this model, it is clear that the t Stat value is greater than t Critical two-tail and therefore, the hypothesized mean difference of 0 gets rejected. In other words, the score received on the inclusion of social services in NSS camps is greater than non-inclusion of social services in NSS camps with the degree of freedom as 10 with six observations.

5. Common perception of the community about the scheme

The NSS envisages installing social and community-oriented values in the student volunteers. This transforms a naïve individual into a community oriented social being. The developed individual considers his/ her surroundings that help improve the sense of empathy, sympathy, intuition and intentionality. Through social services, an individual becomes mature and participates in social development and economic growth, effectively. Over and above, the training in social services also help develop personality and provide rare opportunities to interact with a variety of people. This leads to widening the thought process of student volunteers. The NSS with its designed activities helps improve the power of cognition and responsiveness, particularly problem-solving in the community. To assess it, the community

leaders of the area were asked to share their feedback on the degree to which the student volunteers after attending the camp turned out to be more social and community-oriented. To assess their views, the Likert scale was used with 1-5 ratings where-in one stand for the worst while, 5 for the best. On the rating scale, 2.5 is considered to be good. The feedback provided by the community leaders on the rating scale is as under:

Table 4.7: Feedback of Community Leaders on NSS Volunteers

State	Awareness about Environmental Issues	Awareness about Social Service	Average
Assam	5.0	4.8	4.9
Maharashtra	4.4	3.9	4.1
Odisha	4.5	4.3	4.4
Rajasthan	4.9	4.5	4.7
Tamil Nadu	4.4	4.1	4.3
Uttar Pradesh	4.4	4.0	4.2
Average	4.4	4.2	4.3

A total of 50 community leaders responded to the components. The average score for the awareness about environmental issues has been recorded as 4.4 which is above the average of the rating scale i.e. 2.5. Almost similar is the case with awareness about the social issues scoring an average of 4.2. The highest feedback from community leaders on effective change in the personality of NSS volunteer students with regard to awareness about environmental issues have been received from the state of Assam (5.0), followed by Rajasthan (4.9), Odisha (4.5) and so on. In the focus group discussion, it was found that after the completion of the regular activities under the scheme, the volunteers became more interested in problem-solving of their villages and neighboring villages. They informed about the usefulness plantation, literacy, mask-wearing during corona and maintenance of health and hygiene. It was also shared that girls after coming back from the camp started helping their parents in different household works. The elderly relatively received better respect and care from them. They also started giving free counselling and encouragement to children to take up social work along with studies, seriously. They also shared inspiring stories about the founding fathers of our nation, particularly Mahatma Gandhi and Tagore. As such, the scheme has effectively met its objectives where-in “NOT ME BUT YOU” (‘स्वयं से पहले आप’) gained reasonable grounds for its existence.

4.2 Additional parameters

a) Coverage of beneficiaries

As per the information shared from the Department of Youth Affairs, a total of 36 lakh beneficiaries have been covered under the scheme for the year 2019-20. Out of the total beneficiaries covered, around 10% ST, 16% SC, and 74% general category (combined with OBC and minority) student volunteers have been found. The share of the student volunteers under the scheme can be shown through the pie chart given below:

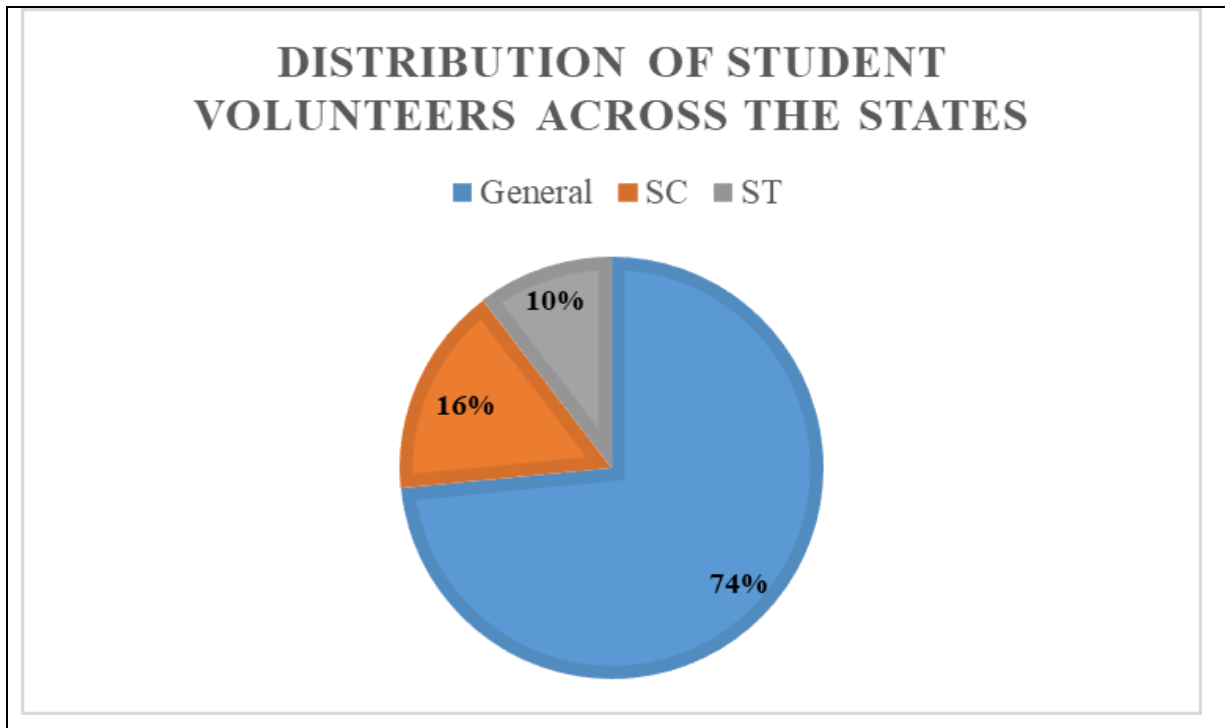


Figure 4.1: Distribution of Student Volunteers across the states by social category

The diagram above presents the participation of social categories in the student volunteers under NSS. It shows the maximum area circumscribed by the general category volunteers (74%), followed by SCs (16%), and STs (10%).

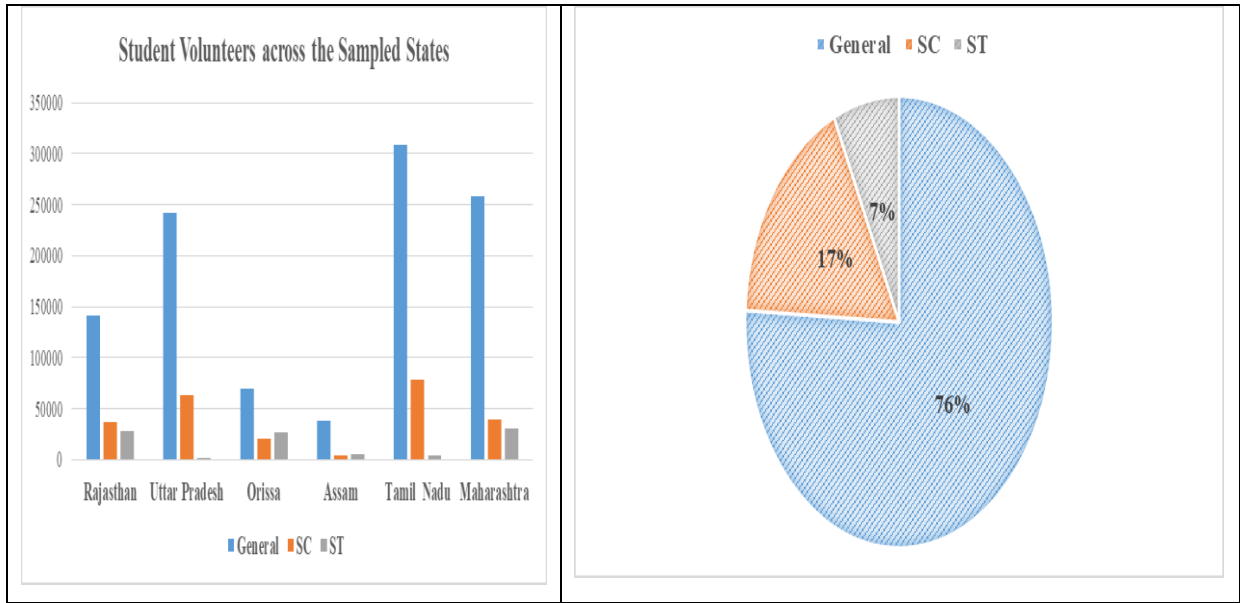


Figure 4.2: Student Volunteers across the sampled States under the Scheme

Two diagrams have been placed depicting representation of student volunteers by social category in the sampled states. The bar diagram placed in the left side shows that the maximum representation of general category has been identified in Tamil Nadu (southern zone). The maximum share of SCs is evident in the state of Tamil Nadu again. The maximum induction of ST category student volunteers has been found in the State of Maharashtra among the sampled states. The pie chart shows 76% share of general category, 17% share of SCs and 7% share of STs in the beneficiary volunteers sampled which is almost in tantamount with the overall distribution of beneficiaries across 36 States/UTs.

Table 4.8: Social Categories of the beneficiaries sampled

State	Social Categories						Total
	General	OBC	SC	ST	Minority	Others	
Assam	43 (67.2)	10 (15.6)	5 (7.8)	1 (1.6)	1 (1.6)	4 (6.3)	64 (100)
Maharashtra	17 (26.6)	19 (29.7)	18 (28.1)	10 (15.6)	0 (0)	0 (0)	64 (100)
Odisha	21 (32.8)	23 (35.9)	6 (9.4)	14 (21.9)	0 (0)	0 (0)	64 (100)
Rajasthan	20 (31.3)	25 (39.1)	13 (20.3)	6 (9.4)	0 (0)	0 (0)	64 (100)
Tamil Nadu	2 (3.1)	33 (51.6)	9 (14.1)	0 (0)	15 (23.4)	5 (7.8)	64 (100)
Uttar Pradesh	31 (48.4)	23 (35.9)	9 (14.1)	0 (0)	0 (0)	1 (1.6)	64 (100)
Total	134 (34.9)	133 (34.6)	60 (15.6)	31 (8.1)	16 (4.2)	10 (2.6)	384 (100)

The table above shows that out of the total sample size covered for the student volunteers under the scheme for the evaluation study, 34.9% in general, 34.6% in OBC, 15.6% in SCs, 8.1% in STs, 4.2% in Minority and 2.6% in 'others' have been found. In the general category, the maximum percentage has been found from the state of Assam (67.2%), followed by Uttar Pradesh (48.4%), Odisha (32.8%), Rajasthan (31.3%), Maharashtra (26.6%) and Tamil Nadu

(3.1%). In the OBC category, the maximum percentage of beneficiaries have been identified in the state of Tamil Nadu (51.6%), followed by Rajasthan (39.1%), 35.9% each in Odisha and Uttar Pradesh, Maharashtra (29.7%) and Assam (15.6%). In the SC category, the maximum percentage of student volunteers were found in the state of Maharashtra (28.1%), followed by Rajasthan (20.3%), 14.1% each in Tamil Nadu and Uttar Pradesh, Odisha (9.4%) and Assam (7.8%). In the ST category, the maximum percentage of beneficiaries were found in the state of Odisha (21.9%), followed by Maharashtra (15.6%) and Assam (1.6%). In Minority, the maximum percentage of student volunteers were found in the state of Tamil Nadu (7.8%), followed by Assam (6.3%) and Uttar Pradesh (1.6%). For others, the maximum percentage of beneficiaries were found in the state of Tamil Nadu (7.8%), followed by Assam (6.3%) and Uttar Pradesh (1.6%). Overall, the maximum percentage of the target group with the general category has been found in the study sample, followed by OBC, SC, ST, Minority and ‘others’ across the sampled states. Interestingly, the sampled beneficiaries’ percentage is largely in line with secondary data of the total number of beneficiaries covered in 36 States and UTs.

The representation of social categories among student volunteers can be shown in the diagram below:

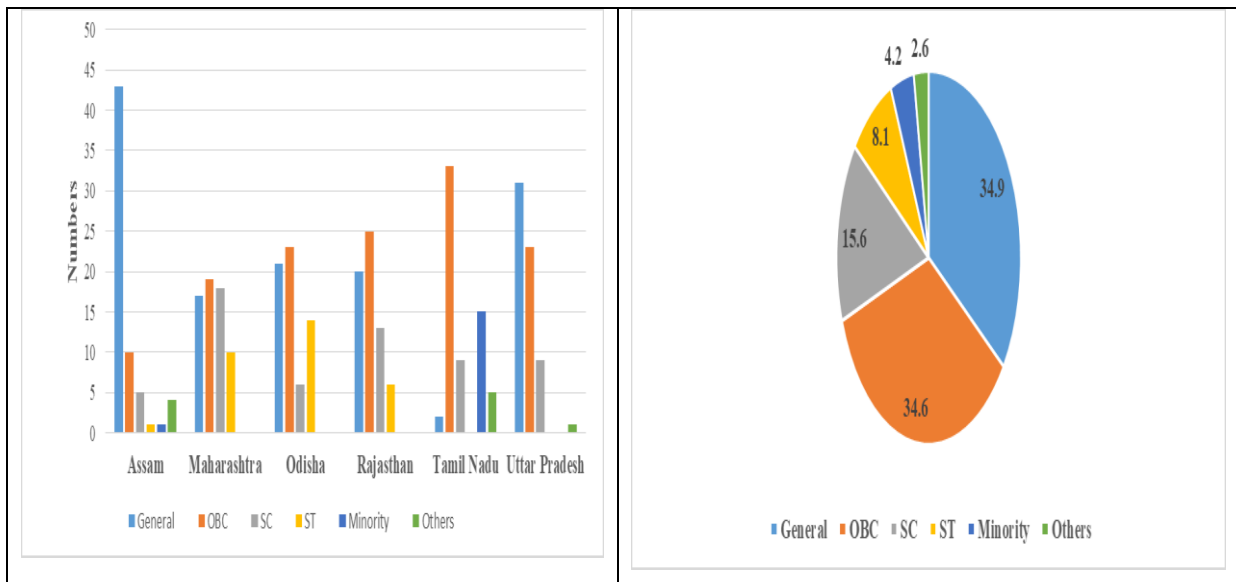


Figure 4.3: Representation of social categories in the target group

The diagrams above present the inclusion of different social categories across the sampled states. In the bar diagram, the representation of social categories across sampled states have been presented while in the pie chart the spread of social categories in the target group, represented.

Table 4.9: Distribution of sampled student volunteers by gender and location

State	Location		Gender	
	Rural	Urban	Male	Female
Assam	34 (53.1)	30 (46.9)	28 (43.8)	36 (56.3)
Maharashtra	41 (64.1)	23 (35.9)	42 (65.6)	22 (34.4)
Odisha	56 (87.5)	8 (12.5)	28 (43.8)	36 (56.3)
Rajasthan	36 (56.3)	28 (43.8)	28 (43.8)	36 (56.3)
Tamil Nadu	40 (62.5)	24 (37.5)	41 (64.1)	23 (35.9)
Uttar Pradesh	52 (81.3)	12 (18.8)	16 (25)	48 (75)
Total	259 (67.4)	125 (32.6)	183 (47.7)	201 (52.3)

The table above presents the distribution of beneficiaries based on location and gender. In the student volunteers sampled in the study area, it has been found that 67.4% respondent in the target group belonged to rural area whereas, 32.6% to urban area. In the target group, 47.7% of beneficiaries belonged to male whereas, 52.3% to female. In the rural area, the maximum percentage has been found from the state of Odisha (87.5%), followed by Uttar Pradesh (81.3%), Maharashtra (64.1%), Tamil Nadu (62.5%), Rajasthan (56.3%), and Assam (53.1%). In the urban area, the maximum percentage has been identified in the state of Assam (46.9%), followed by Rajasthan (43.8%), Tamil Nadu (37.5%), Maharashtra (35.9%), Uttar Pradesh (18.8%) and Odisha (12.5%). Overall, female representation has been accounted for 52.3% of which the major women representation in the beneficiary pool has been found in the state of Uttar Pradesh (75%), followed by 56.3% each in Odisha, Rajasthan and Assam, Tamil Nadu (35.9%) and Maharashtra (34.4%).

b) Impact of the NSS Scheme on Academic Score of the youth volunteers

The study has also covered the changes in the academic score of the sampled student volunteers across the states. The score before and after the coverage under the scheme has been analyzed. The analysis is based on 384 sampled student volunteers used under the study. The findings are as under:

Table 4.10: Academic score of student volunteers before and after coverage under NSS

Percentage Scored	<i>Before the coverage under NSS</i>	<i>After the coverage under NSS</i>
33-45%	21	5
46-55%	76	23
56-70%	165	153
71-85%	100	1
85-100%	22	202
Total	384	384

The table above presents the difference in academic score of the student volunteers. Six classifications were worked out based on the responses of beneficiary students. It has been found that the number of students under 33-45% slab before the scheme falls significantly from 21 to 5 after the coverage under the scheme. The number of students under 46-55% slab before the scheme falls significantly from 76 to 23 after the coverage under the scheme. The number of students under 56-70% slab before the scheme falls from 165 to 153 after the coverage under the scheme. The number of students under 71-85% slab before the scheme tapers significantly from 100 to 1 after the coverage under the scheme. The number of students under 85-100% slab before the scheme increases significantly from 22 to 202 after the coverage under the scheme. Overall, the number of student volunteers have received a changed academic score from the slab of 56-100% before and after the coverage under the scheme. A total of 287 beneficiaries under the above slab before the scheme have changed into 356 with an increase of 24.1%.

Table 4.11: f-test of the academic score before and after the coverage under the scheme

F-Test Two-Sample for Variances		
	<i>Before the coverage under NSS</i>	<i>After the coverage under NSS</i>
Mean	76.8	76.8
Variance	3608.7	8819.2
Observations	5	5
df	4	4
F	0.40	
P(F<=f) one-tail	0.20	
F Critical one-tail	0.15	

The same has also been processed through f-test. It has been found that the calculated F (0.40) is greater than the F Critical one-tail (0.15) with 4 as degree of freedom. As such, the hypothesis for the similarity gets rejected. It explains that before and after the coverage under the scheme, the academic score of volunteer students has gone up which shows a positive impact of the scheme on the target group.

Table 4.12: Overall Impact of the Scheme on different academic classes

Classes	Number of Volunteers	Overall Impact
11 th	19	3.2
12 th	75	3.3
Bachelors	285	3.2
Masters	5	4.0
Total	384	3.4

The table above represents the overall impact of the scheme on the different academic classes. To conclude the result, the Likert scale has been used to gauge the overall impact of the scheme on the beneficiary students. On the rating scale, the score of 2.5 is considered to be good. The average score on the component is 3.4 which is more than average of 2.5. It has been found that the impact of the scheme is more obvious on the volunteers undergoing Master degree, as compared to volunteers undergoing 12th class (3.3) and 11th (3.2) and Bachelors (3.2).

c) Volunteers association with NSS and hours of activities attended (T&U)

The number of years of the volunteer's association with NSS was analysed and found that 69% of the volunteers were associated with NSS for a time period between 1 to 2 years. 21% of the volunteers were associated for more than 2 years while 10% were for less than a year.

At state level percentage of volunteers associated with NSS for time period between 1 to 2 years was higher in Rajasthan (91%), followed by Tamil Nadu (81%) and Assam (70%). First time volunteers percentage being more in Odisha (22%), UP (17%) and Maharashtra (13%) than the six-state average of 10%. While there were volunteers with the time period of more than 2 years, which reflects that such volunteers who are in Bachelor programme had served the community in their +2 level education also. This percentage of volunteers was more in Odisha (34%) and Assam (30%) than the six-state average of 21%.

Further, the number of hours of activities attended by volunteers was analysed. The broader picture emerging was that 34% volunteers had attended 31-50 hours of activities, 29% had attended 51-70 hour of activities, 21% had attended 21-30 hours while 16% had attended 0-20 hours of activities.

At state level volunteers who had attended 31-50 hours of activities were maximum from Rajasthan (65%) and 34% from Assam, same as the six-state average. Volunteers who had attended 51-70 hours of activities were more in TN (56%), Maharashtra (40%), Assam (35%) and UP (30%) more than the average of 29%. Similarly, the percentage of volunteers who

had attended 21-30 hours and less than 20 hours of service were more from Odisha (39%), Rajasthan (27%), Maharashtra (22%) and Odisha (25%), Assam & UP (20% each) than the six-state average of 21% and 16%, respectively.

d) Volunteers view regarding sufficient time for NSS activities is sufficient (AE)

Volunteers view regarding sufficient time available for NSS activities was received and analysed. 81% of volunteers answered affirmatively in 'Yes', 10% answered as 'Very little', 7% answered as 'Not Provisioned' and only 2% answered negatively. At state level volunteers from TN (98%), Maharashtra (97%), and Assam (86%) found sufficient time for NSS activities, these percentages being more than the six-state average of 81%. Other major chunks of volunteers finding little time for NSS activities were more in Odisha and Rajasthan (19% each) as compared to an average of 10%. Another major portion of volunteers stating that the time for NSS activities is not provisioned is maximum from Odisha (30%) as compared to the six-state average of 7%, while only 6% volunteers from Odisha and 5% from UP responded that they were not able to find sufficient time for NSS activities as compared to the average of 2%.

e) Volunteers opinion regarding the structure and content of NSS (AA)

The opinion of volunteers regarding the structure and content of NSS was taken on the scale of 5: 1 for satisfactory, 2 for good, 3 for very good, 4 for excellent and 5 for outstanding. The analysis shows 36% volunteers responded as the structure and content to be very good, 23% volunteers responded it to be excellent and 15% responded it to be out-standing, 21% responded it to be good and only 5% responded it to be satisfactory. At the state level, the percentage of volunteers responding to the structure and content as outstanding was more than 15% from Odisha (44%) and Maharashtra (17%). Percentage volunteers who responded the structure and content to be excellent were more from Maharashtra (36%), TN & UP (27% each) and Assam (25%) than that of the six-state average (23%). Percentage volunteers who responded to the structure and content to be very good were more from Assam (53%) and UP (38%) than that of six-state average (36%). Percentage volunteers who responded to the structure and content to be good were more from Rajasthan (39%) and TN (23%) than that of six-state average (21%). Percentage volunteers who responded to the structure and content to be satisfactory were more from UP (11%) and Odisha (6%) than that of six-state average (5%).

Table 4.13: Key Performance Indicators of NSS

Duration	Volunteers Enrolled - Cumulative (No.)	Volunteers Immunis Camps - Cumulative (No.)	Volunteers Blood Donation - Cumulative (No.)	Saplings Planted - Cumulative (No.)	Volunteers involved in awareness Programme Cumulative (No.)
Apr-19	25,15,493	22,692	2,189	3,664	1,02,079
May-19	25,53,827	47,884	6,150	12,674	3,08,809
Jun-19	28,02,358	2,48,504	17,760	4,20,608	10,39,930
Jul-19	31,94,762	2,85,438	31,715	6,39,006	13,58,987
Aug-19	37,84,628	3,14,240	46,841	8,55,902	19,08,547
Sep-19	39,12,500	3,55,757	64,150	11,65,023	24,61,253
Oct-19	39,25,500	7,12,611	1,53,602	16,46,204	34,32,330
Nov-19	39,25,500	8,23,277	1,93,469	18,80,027	43,36,151
Dec-19	39,25,500	8,84,380	2,22,138	19,59,753	48,93,144
Jan-20	39,25,500	9,52,946	2,49,321	20,42,818	54,07,785
Feb-20	39,25,500	10,03,045	2,70,374	20,87,895	56,32,791
Mar-20	39,25,500	10,03,045	2,70,374	20,87,895	56,32,791
Apr-20*	17,91,672*	0*	606*	0*	0*
May-20	18,01,000	540	3,456	13,926	7,41,214
Jun-20	18,01,000	1,260	6,633	10,39,910	17,44,458
Jul-20	18,01,000	1,960	9,988	12,15,302	22,89,362
Aug-20	18,01,000	37,861	13,510	16,45,802	26,92,647
Sep-20	18,01,000	40,179	18,684	18,87,078	30,88,415
Oct-20	18,01,000	64,497	26,502	19,80,937	40,00,419
Nov-20	24,56,792	71,637	35,658	20,64,406	44,00,845

*The table shows the cumulative number of beneficiaries covered and qualifying key performance indicators set for the scheme. The volunteers trained got tapered due to passing out and completing 240 hours in two years, as prescribed under the scheme guidelines. The first year's volunteers remained same for the second year, and the rest allotment got filled-up in the new academic year i.e. July. As an impact of Covid pandemic, the enrollment started little later in the October 2020.

The table above indicates the number of activities currently conducted under the scheme based on key performance indicators of the National Service Scheme. It has been found that in April 2019-November 2020, a total of 2456792 student volunteers have been enrolled. A total of 71637 volunteers have participated under immunization camps. 35658 volunteers have undergone blood donation camps. A total of 2064406 saplings have been planted. A total of 4400845 volunteers have participated in the awareness programme. The current activities under the scheme shows that performance of the scheme is scaling-up.

Table 4.14: Volunteers’ suggestions for topics/themes for consideration in NSS – State/NSSO Zone-wise

States	Gandhian Thought	Scientific Thought	Gnadh Jayanti, Republic Day Parade, Pongal etc.	Health and Hygiene	National festivals	Observation of World Environment Day	Total
Assam	12 (18.8)	4 (6.3)	12 (18.8)	11 (17.2)	2 (3.1)	23 (35.9)	64 (100)
Maharashtra	8 (12.5)	6 (9.4)	11 (17.2)	12 (18.8)	8 (12.5)	19 (29.7)	64 (100)
Odisha	6 (9.4)	8 (12.5)	14 (21.9)	13 (20.3)	6 (9.4)	17 (26.6)	64 (100)
Rajasthan	8 (12.5)	9 (14.1)	11 (17.2)	12 (18.8)	10 (15.6)	14 (21.9)	64 (100)
Tamil Nadu	14 (21.9)	10 (15.6)	9 (14.1)	10 (15.6)	9 (14.1)	12 (18.8)	64 (100)
Uttar Pradesh	12 (18.8)	11 (17.2)	11 (17.2)	8 (12.5)	9 (14.1)	13 (20.3)	64 (100)
Total	60 (15.6)	48 (12.5)	68 (17.7)	66 (17.2)	44 (11.5)	98 (25.5)	384 (100)

The table above shows the suggestions provided by student volunteers. Out of 15.6%, beneficiaries opted for Gandhian thought, the maximum percentage of beneficiaries’ preference was recognized in the state of Tamil Nadu (21.9%), followed by 18.8% each for Assam and Uttar Pradesh, 12.5% each for Maharashtra and Rajasthan and 9.4% in Odisha. Out of 12.5% of student volunteers giving preference on scientific thought, the maximum percentage of thought was reported from the state of Uttar Pradesh (17.2%), followed by Tamil Nadu (15.6%), Rajasthan (12.5%), Odisha (12.5%), Maharashtra (9.4%) and Assam (6.3%). Out of 17.7% views expressed on Gandhi Jayanti, Republic Day Parade and Pongal etc., the maximum percentage of student volunteers have shown their preference in the state of Odisha (21.9%), followed by 17.2% each in Maharashtra, Rajasthan & Uttar Pradesh, and Tamil Nadu (14.1%). Out of the 17.2% of the views expressed on health and hygiene, 20.3% of beneficiaries were found from Odisha, followed by 18.8% each in Maharashtra & Rajasthan, Assam (17.2%), Tamil Nadu (15.6%) and Uttar Pradesh (12.5%). On the component of National festival, the maximum percentage of beneficiaries expressed their interest in the state of Rajasthan (15.6%), followed by 14.1% each in Tamil Nadu & Uttar Pradesh, Maharashtra (12.5%), Odisha (9.4%) and Assam (3.1%). On the component of observation of world environment day, the maximum percentage of beneficiaries have reported importance in the state of Assam (35.9%), followed by Maharashtra (29.7%), Odisha (26.6%), Rajasthan (21.9%), Uttar Pradesh (20.3%), and Tamil Nadu (18.8%). Overall, the student volunteers have registered their interest astoundingly on observation of World Environment Day (25.5%), followed by Gandhi Jayanti, Republic Day Parade, Pongal etc.

(17.7%), health and hygiene (17.2%), Gandhian thought (15.6%) and scientific thought (12.5%) in the sample-size covered.

f) Implementation Mechanism

The NSS is implemented in senior secondary schools, colleges and universities. The design of the NSS envisages that each educational institution covered under the Scheme has at least one NSS unit comprising of 100 student volunteers, led by a teacher designated as programme officer (PO). Each NSS unit adopts a village or slum for taking up activities. A NSS volunteer is required to undertake: (1) Regular NSS activity where-in 120 hours of service to be put in per year for two years. i.e 240 hours. Out of total 120 hours, 20 hours is marked for orientation of NSS volunteers through lectures, discussions, field visits and audio-visuals. Under the Special Camping Programme, each NSS unit organizes a Special camp of 7 days duration in adopted villages/urban slums during vacations, with some specific projects, by involving the local communities. Each volunteer is required to participate in a special camp once during the 2-year period. Thus, about 50% of the NSS Volunteers in a unit participate in the particular Special camp.

The classification activities under the NSS are as under:

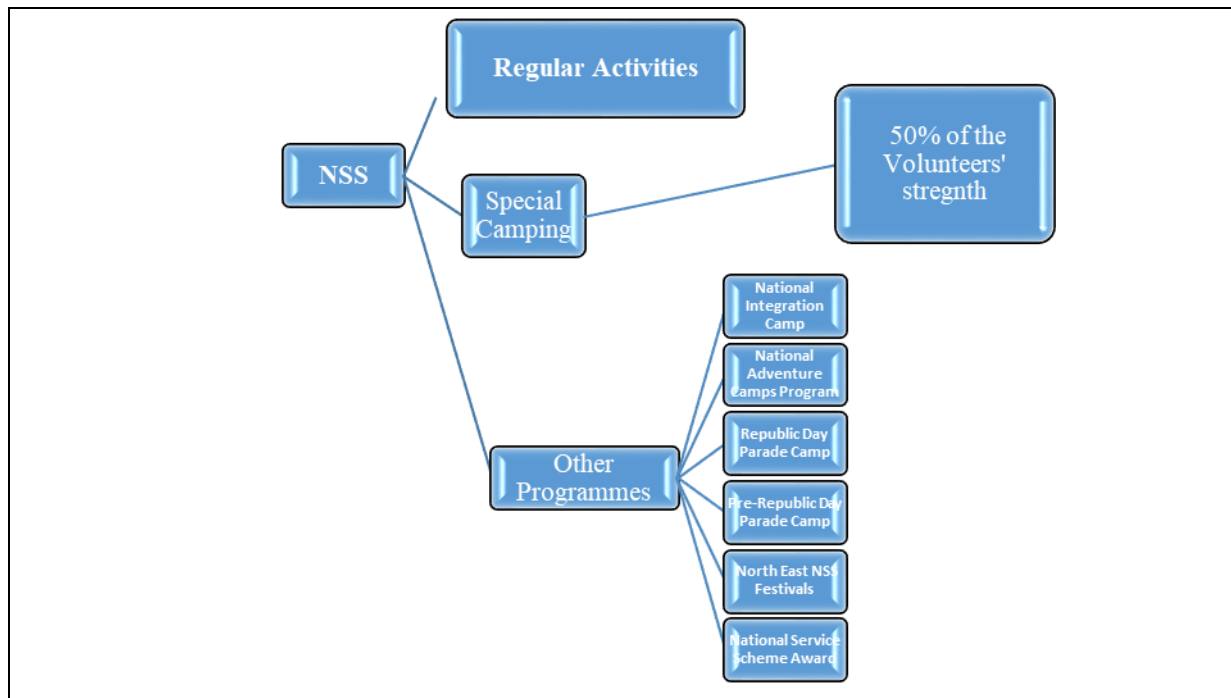


Figure 4.4: Classification of NSS Camps

The figure above shows the classification of activities organized under NSS. The camps organized under the scheme are mostly connected with social consciousness which develops transform a complete social being. The feeling for others and a sense of community

consciousness are in the core of NSS activities. The Republic Day Parade Camp is a major activity under the scheme.

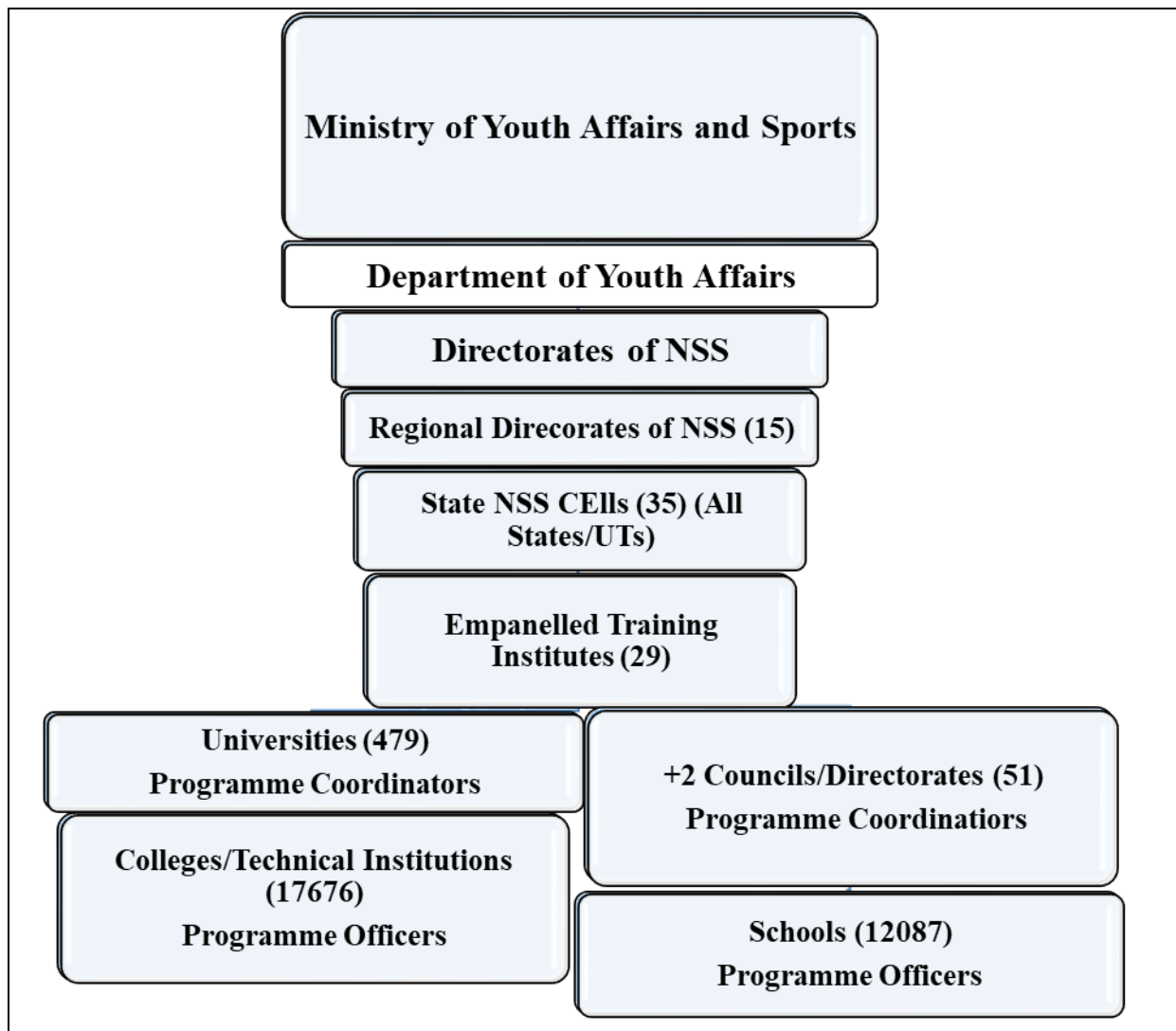


Figure 4.5: Organizational Structure of the Scheme

The chart depicts the organizational structure of the NSS. The NSS is implemented under the guidelines prescribed by the Ministry of Youth Affairs and Sports. The Department of Youth Affairs, Directorate of NSS, Regional Directorates of NSS, State NSS Cells, Empanelled Training Institutes (ETIs), Universities, +2 Councils/Directorates, college/Technical Institutions and Schools are important stakeholders for the implementation of the National Service Scheme. The financial flow under the scheme is uniquely devised. It starts with fund disbursement from the Ministry to the State NSS officers' account. The State NSS Officer (SNO) remits the fund to universities, colleges and schools. The institutions conduct camps under the scheme where-in a teacher is designated as a programme officer. After the expenditure is finalized the UC from the institutions are submitted to the State NSS officer,

and based on this, the state sends the UC to the Ministry. The second installment is released from the Ministry only after receiving the UCs from the States. The Expenditure, Advance & Settlement Transfer (EAT) is done through PFMS.

g) Benefits (Individual/Community)

The scheme benefits accrued by individual and community are of immense use, though mostly intangible. The activities under NSS have also attempted to meet the challenges of COVID-19 Pandemic. 15,30,045 NSS Volunteers took COVID-19 Pledge on 8th October 2020. They messaged to 1.47 crore people disseminating precautionary measures to Covid-19 using Social Media Platforms (Whatsapp, Facebook, Twitter, etc.). A total of 66,406 NSS volunteers were deployed/engaged with District Administration. 3,684 NSS Officials deployed with District Administration to handle matter related to Covid. A total of 84,965 elderly people received care from NSS volunteers for their Protection against COVID-19. A total of 1,794 banks, hospitals and other public services were handled by NSS volunteers to manage the crowds. 13.12 lakhs NSS volunteers got educated in iGOT portal. NSS volunteers and youth started making face masks at home for their family members and reached 2.14 crore people. 84,57,827 volunteers shared the videos and stencils on COVID-19 on the theme “Badal Kar Apna Vyavahaar, Karen Corona Par Var”. NSS Volunteers participated in the International Day of Yoga, 2020 both online and offline during the COVID pandemic.

A total of 17,50,927 volunteers from 20,082 institutions across the country actively participated in the IYD activities. 469 universities represented in the IYD activities as well. Yoga demonstration, E posters, paintings, lectures and documentary on Yoga were shown during IYD activities. NSS volunteers also propagated the message of Yoga across the community and their immediate neighbours. Honourable President of India conferred the National Service Scheme (NSS) Award 2018-19 virtually on 24th September 2020 at Vigyan Bhawan, New Delhi to 2 Universities, 10+10 NSS Units and Programme Officers and 30 NSS Volunteers recognising the activities under NSS worth considering. NSS has been playing a pivotal role in spreading National Education Policy 2020 in institutions across the country. 618 webinars were organised. It was witnessed by 1,08,436 NSS volunteers and Programme Officers.

Overall, the activities under NSS have enabled both individuals as well as the community to receive benefits through collective social action. NSS has played a vital role in the field of health, hygiene, education, environmental conservation, etc.

h) Convergence with the scheme of own Ministry/department or other Ministry/

Department

As per the information shared with the study team, there is no other scheme which is one of its kinds like NSS. The NSS caters to the youth of the country. Thus, the demanders for the NSS is very high, in sharp contrast with its actual supply. The scheme has convergence with schemes like Swachh Bharat Mission (SBM), etc. Substantial public investments are being made for strengthening the rural economy and livelihood base of the poor, especially the marginalized groups like SC/STs and women. The component of inclusivity has been found central to the scheme.

There is the convergence between NSS and other programmes of the Department of Youth Affairs. For instance, when NSS volunteers participate in the National Youth Festival, funding is provided from NPYAD of the Department. Similarly, when NSS volunteers participate in international youth exchange programmes, expenditure is incurred from the 'International Cooperation' Programme.

With respect to other Departments, the collaboration is mainly in the form of NSS volunteers making available their services, free-of-cost. For instance, Forest Departments arrange saplings and NSS volunteers do the plantation. NSS volunteers organize awareness campaigns/ rallies on various social issues, for which the concerned Departments provide the IEC material. Blood Donation camps are organized with logistic support from Health Departments of States/ other Organisations, where NSS volunteers donate blood. Similarly, NSS collaborates on a number of other Programmes. This is helping in improving the effectiveness of the implementation of NSS as well as other Programmes. Some of the important inter-departmental programmes of other Ministries is place below:

Table 4.15: Convergence of the Scheme with the Ministries/Programmes

Name of the Ministry	Name of the Programme/s
Department of Drinking water and sanitation	Swachh Bharat Abhiyan, Clean and Save Water awareness programmes , Shramdaan
Ministry of Legal Affairs	Legal Awareness and Constitutional awareness programmes, Vigilance awareness programes
Election Commission of India	Voting Awareness, District/State/National level mock Youth Parliaments
Ministry of Ayush	Yoga activities and awareness programmes

Ministry of Women and Child Development	Poshan Mah, Beti Bachao, Beti Padhao, self defence trainings
Ministry of Health & Family Welfare	Covid-19 awareness and other programmes related to health and hygiene, Vaccination/Immunization, Blood donation and organ donation awareness, Pulse Polio immunization,
Ministry of Education	New Education policy , Education awareness & Adult Literacy programmes
Ministry of Human Resource Development	Ek Bharat Shrestha Bharat Abhiyan
Ministry of Environment, forest and Climate change	Tree plantation, Eco friendly and Safe environment awareness
Ministry of Home Affairs	Disaster management awareness and relief work during natural calamities, National Unity day
United Nations Organisation	Yuwaah Programmes
Ministry of Youth Affairs and Sports	Fit India, National Integration Camps, NSS Special Camps, NSS Pre-RD and RD Camps, International Youth Exchange Programme and North- East Youth Festival, Adventure activities
National Human Rights Commission	Human Rights awareness activities and workshops
Ministry of Finance	Jandhan account opening, Digital Banking awareness programmes
Ministry of Electronics and Information Technology	Digital India awareness programmes
Ministry of Social Justice and Empowerment	Awareness programmes regarding social justice & empowerment
Ministry of Road Transport and Highways	Road safety awareness programmes

4.3 Gaps in the achievement of outcomes

The major gaps in the achievement of outcomes are as under:

1. The scheme is not in commensurate with its demand across the states. The scheme caters to the youth of our country and their demographic share is around 34%. As such, the demand of the scheme could be over 42 crore whereas, the scheme caters to merely 36 lakh youth.

2. The coverage of the scheme across NSSO zones has not been found uniform. Its bandwidth was found better in the southern zone, as compared to the other five zones. The scheme needs to be improved in terms of its coverage and outreach.
3. At present, only 15 Regional Directorates are looking after the scheme. The number of available Regional Directorates were found insufficient to meet the requirement of sufficient enrollment to the scheme, particularly when the entry-load of NSS volunteers are to be scaled up.
4. The NSS volunteers being paid annually Rs. 250 for regular activity and Rs. 450 for special camping (50% of volunteer strength) were found to be insufficient and faintest. The amount does not provide effective inertia for gearing-up additional number of student volunteers. The beneficiaries receiving the amount were not found being incentivized. The insufficient amount paid to the student volunteers indicated lack-luster enrollment to the scheme.
5. Keeping in view the objectives of the scheme, the other programmes like National Integration camp, Pre Republic Day Parade Camp and Adventure Camp need to be organized with specific number of volunteers as per the allocation from the Ministry. The existing budget structure for such camps seem to be insufficient and the same may be raised to meet the required expenditure.
6. The camp activities under NSS require monitoring with a stipulated module to be practiced so that social return on investment is assured and ensured. Some of the NSQF module may be customized in such a way that the basic spirit of the NSS is not compromised. At the same time, learning from NSS camp activities enables the student volunteers to harvest optimal return on the incurred opportunity costs.
7. The certificates given to volunteers after completion of the special camp was not found considerably valued in the job market or scholastic acceptance. The gap detected was, the certification was not standardized and accredited.

4.4 Key-Bottleneck and Challenges

The key-bottleneck and challenges identified during the evaluation of the scheme are as under:

1. Looking at the bandwidth of the scheme, the financial basket accorded to the NSS was found insufficient considering the increasing trend in the demographic share of student volunteers. The current number of student volunteers was found insufficient.

2. Presently, there are 479 universities, 51, directorate/ +2 councils, 17676 colleges, 12087 +2 schools/ITI/polytechnics, 33,747 villages/slums, 36 State NSS offices and 29 ETI are associated with the scheme. For mobilizing youth for the cause of Nation Building, deployment of 15 Regional Directorates were found insufficient.
3. Timely submission of Utilization Certificates (UCs), sufficient number of staff at different levels, insufficient number of NSS cells were found some of the key-deficits in the scheme implementation.
4. It was found that the NSS volunteers were not finding their certificates laying special impact on the employers. Strides to be taken to ensure that after two years of successful completion of NSS, volunteers get a certificate which is duly accredited by standard norm at pan-India level.
5. Looking at the growth of the youth population in our country, particularly students engaged at different level of academic pursuits, the coverage of the scheme was found unrevised and sketchy.

4.5 Input Use Efficiency

Input use efficiency, also known as the productivity ratio refers to the extra unit of output generated from an additional unit of input. This indicates as to how efficient the input (funds disbursed in the context of the scheme evaluation) was in terms of generating the required output (the beneficiaries covered). The efficiency of input use can be computed by taking a simple ratio of output to input. A higher input use efficiency ratio indicates that output is maximized without requiring more of any input values or use of input is minimized while satisfying at least the given output levels.

Table 4.16: Input-Use Efficiency

FY	Actual Expenditure (in crore)	No. of Volunteers Covered	Input-use ratio
2015-16	93.51	3658518	39124.4
2016-17	130.62	3658518	28008.9
2017-18	131.4	4135379	31471.7
2018-19	126.19	3995700	31664.2
2019-20	151.61	3600000	23745.1

The table above informs the input use efficiency about the scheme. The input use-efficiency shows an overall descending trend. It shows somewhat stability for the year 2016-17 to 2018-19. The input use efficiency ratio has been calculated 39124.4 for the year 2015-16, 28008.9 for the year 2016-17, 31471.7 for the year 2017-18, 31664.2 for the year 2018-19 and

23745.1 for the year 2019-20. Based on the above information, the line graph has been drawn which is as under:

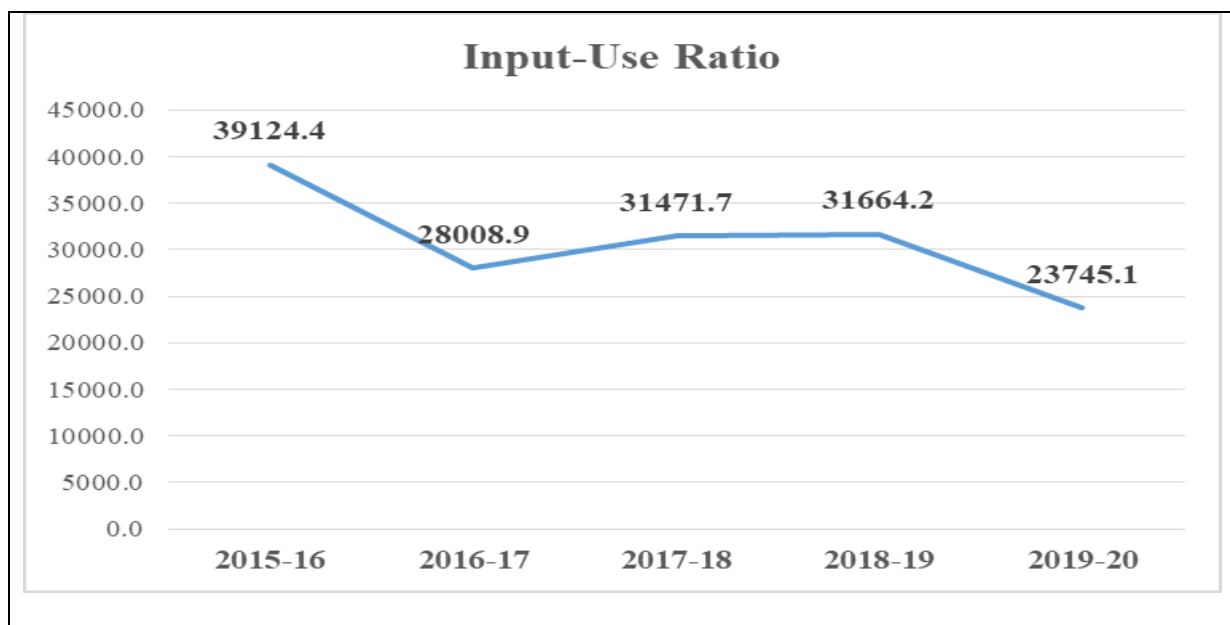


Figure 4.6: Input-Use Efficiency line-graph

The diagram above discloses the input-use ratio descending. Though it tapers imperceptibly, its comparative trend is falling from 39124.4 to 23745.1 which is accounted for 39.3%. This indicates the coverage of the scheme taking a downturn including the number of beneficiaries covered.

5. OBSERVATIONS AND RECOMMENDATIONS

5.1 Thematic Assessment

Based on interaction with stakeholders and data collected through semi-structured questionnaires from volunteer students, the observations of the study team is as under:

1. The Scheme aims at character and personality development of students through Community Service and has been in operation since 1969. The objectives and coverage of the Scheme do not overlap with any other Project/ Scheme of any other Central Ministry/ Department or the State Government. There is no other such Scheme operated by any other Agency which is giving an extension dimension to the higher education system and orient the student youth to community service while they are studying in the educational institution. Commonsensically, the college and +2 level students tend to get alienated from the village/slum masses which constitute the majority of the population of the country. The educated youth who are expected to take the reins of administration

in future are found to be unaware of the problems of the village/slum community and in certain cases are indifferent towards their needs and problems. As such, the scheme provides anticipatory socialization to youth who volunteer to join its different activities.

2. The NSS volunteers have been found working on issues of social relevance, which evolving in response to the needs of the community. Such issues include (i) literacy and education, (ii) health, family welfare and nutrition, (iii) environment conservation, (iv) social service programmes, (v) programmes for the empowerment of women, (vi) programmes connected with economic development activities, (vii) rescue and relief during calamities including disaster management, etc. The activities undertaken for the Society are highly diversified and vary from place to place. Many of the activities are not amenable to quantitative measurement in terms of outcomes, particularly the role that the NSS volunteers have been playing in the Covid-pandemic.
3. The accountability and transparency led governance of the scheme was found in place. It is required that same can be linked to IT enablement so that any deficit can immediately be plugged-in. A dedicated interactive portal for the NSS functionaries starting from Programme Officers upto the administrative controller at the Ministry may be created. This portal should have facilities for updation of enrollment details of the volunteers, uploading of activity details, fund utilization, proposals for awards may be incorporated. This will bring a greater transparency to the implementation of the scheme. Further, it will also help to monitor the progress at the apex level.
4. The gender component was found well addressed in the scheme. The number of women respondents outscored in sharp contrast with males. The social category component was found inclusively integrated with the scheme.
5. It was found that the NSS volunteers were not finding their certificates laying special impact on the employers. Strides to be taken to ensure that after two years of successful completion of NSS, volunteers get a certificate which is duly accredited by standard norm at pan-India level.
6. The proper coordination amongst the stakeholders at different levels of organizational structure/administrative structure was noticed due to insufficient number of human resource deployed, particularly the NSS Regional Directorates.

5.2 Externalities

Externalities occur in a scheme when the intended outcomes are not achieved or partly achieved due to unintended or latent reasons. The identified externalities under the National Service Scheme are as under:

1. The unspent balance of revised estimate is a major externality that could have optimally been utilized. The coverage of the scheme could have been increased, at least with an additional number of camps or inclusion of more number of student volunteers.
2. The insufficient number of Regional Directorates is also one of the externalities because it may inversely affect the scheme outcome vis-à-vis outreach. The Regional Directorates have to look into the overall governance structure of the scheme across 28 States and 8 UTs. In the aspirational districts, the extended coverage of the scheme may provide a sense of patriotism among potential student volunteers.
3. The Republic Day Parade Camp of NSS Volunteers takes place in Delhi between 1st to 31st January every year with 200 NSS selected volunteers who are in good discipline, March-past and cultural activities. A Contingent of selected NSS volunteers participate in the Republic Day Parade at Rajpath, New Delhi on 26th of January every year in accordance with the guidelines and requisition of the Ministry of Defence. Thus, the Pre-Republic and Republic day Parade become the pride of our country. Looking into the inflation and grown-up Market Price Index, the financial inputs have not sufficiently been escalated.

6. CONCLUSION

6.1 Issues and Challenges

1. The implementation of the scheme at ground level is such that it also covers the tribal areas so as to benefit the tribal communities and works/ activities undertaken by the volunteers of NSS. This needs to be ensured through some institutional mechanism so that the Ministry gets posted about the updates, bottlenecks and roadblocks.
2. Further in the selection of villages for adoption by Senior Secondary Schools, colleges and universities for community service under the NSS, a fair representation of SC dominated villages can be undertaken to ensure that these do not get excluded from the development process.
3. The interactive portal should also be in place having facilities for update the details of NSS Special Camps including the name location and demography of the adopted

village/slums, activities carried out and significant modifications achieved during the camping period.

4. The scheme coverage canvas could not sufficiently circumscribe the aspirational districts. Necessary induction of human resource may be conducted at different levels and a dedicated window at the Ministry level may be set-up to accelerate the momentum of the scheme.
5. As such, the scheme has been able to fulfil its set-objectives but considering the percentage of college and school goers, the financial basket of the scheme requires enhancement.

6.2 Vision for the future

Evaluation of the scheme suggests a threefold vision for future operations. These are short term, medium-term and long term. In all three visions, problem-solving exercise, civic and social responsibility, skills in gaining community mobilization, leadership qualities and democratic values, capacity to meet emergency and natural disaster and national integration and harmony should be kept intact.

The short term vision is to ensure the proportional improvement in the coverage of scheme including required financial flow and governance structure. In this vision, the camp-based customized module may be designed. The parochial cultural heritage may be included so as to ensure better familiarization with the volunteers. The standardization and accreditation of certification should be given to an agency like NSDC.

In the medium-run, the scheme should gradually move towards standardization by redesigning its activities. Problem-solving, community ideals and thoughts of Gandhi should properly be imbued in the module of the activities of the NSS. Volunteers doing outstanding social services may be considerably awarded so that they feel incentivized for the work that they have put-in. With the baggage of short term vision in place, the network of NSS Institutions may be expanded to priority districts. Public visibility of the scheme should be further strengthened.

In long run, the scheme should be expanded to include all districts in the country. The Regional Directorates need to be suitably equipped and strengthened in terms of manpower & material resources and powers to respond to technical, academic, monitoring, financial and other requirements of each term of vision. The entire activities under the NSS be Geotagged and accessible on the interactive portal of the scheme.

6.3 Recommendation for scheme with reasons

Considering effective contributions made by the NSS volunteers to prevent covid-19, the inclusiveness of the scheme with 15.6% of SC, 8.1% of ST, 52.3% of women shares, and 67.4% of rural coverage of beneficiary students, the usefulness and outreach of the scheme become obvious. 89.6% of beneficiary students were found sensitized on environmental issues, 87.5% on social issues, and 85.7% on democratic values in the sample covered. 4.3 score on the Likert scale of the community leaders indicates the acceptability of the scheme. The overall score of 3.4 from beneficiary students for relating to their satisfaction shows the success of the scheme. Thus, the National Service Scheme is one of its kind. As such, **the study team recommends for the continuation of the National Service Scheme** with the following additionalities:

1. Considering the relevance of social services, particularly lesson learnt from fathomless insecurity created by Covid pandemic, the bandwidth of the scheme needs to be increased by including more number of volunteers in the scheme ambit.
2. To effectively implement the scheme with the increased number of volunteers, additional number of NSS Regional Directorates may be opened to ensure smooth implementation of the scheme by including new institutions.
3. It has been found during the study that follow-up with the state remains a slow-paced task, particularly expediting UC and its timely submission. The deployment of more human resource would help the scheme handle the miscellaneous task effectively. This may help contribute to smoothen the implementation process. Moreover, a dedicated team at the Regional Directorate level may be constituted to effectively monitor the scheme, and ensure fast follow-ups with the states.
4. The rates for regular activity and special camping to be paid to the student volunteers remain unrevised for years. The financial benefit given for regular activities and special camping may be revised considering the Market Price Index (MPI) so that more number of volunteers feel attracted to join the activities under NSS.
5. To facilitate the student volunteers for other programmes like National Integration Camp, Pre-Republic Day Parade camp and adventure camp, the financial inputs may be revised keeping in view inflation and Market Price Index (MPI). It is reported that the price of inputs have gone up and the budget available for the same is insufficient. The scheme may not deliver its expected outcome if the budget for the head is left unrevised.

6. It was found that the NSS volunteers were not finding their certificates laying special impact on the employers. Strides to be taken to ensure that after two years of successful completion of NSS, volunteers get a certificate which is duly accredited by standard norm at pan-India level. The standardization and accreditation may be done by agencies like-National Skill Development Corporation (NSDC) or Sector Skill Councils (SSCs), etc.
7. Further in the selection of villages for adoption by Senior Secondary Schools, colleges and universities for community service under the NSS, a fair representation of SC dominated villages can be undertaken from aspirational districts to ensure required level of scheme inclusivity. Effective outcome-based monitoring of the allocation needs may be in place to check whether the benefits of this allocation are not superficial, and are reaching out potential beneficiaries.

APPENDICES

Research tool for Student Volunteers

Research tool for Programme Officer

Research tool for Programme Officer

QUESTIONNAIRE FOR VOLUNTEERS

Date

1. Name of the University / Board city , state
2. Name and address of the Institution with PIN Code and Phone Number:
3. Name and Mobile No:
4. Gender: a) Male b) Female c) Transgender
5. No. of years associated with NSS
a) Less than 1 b) More than 1 c) Between 1 and 2 d) More than 2
6. Religion a) Hindu b) Muslim c) Sikh d) If others, please specify
7. Number of NSS activities attended
a) 0 b) First c) Second d) Third e) Fourth f) Five & more than 5
8. Reason for choosing NSS:
a) To get exposure of social work b) To update knowledge and skills
c) Better job opportunities d) If other reason, please specify.
9. Who introduced & encouraged you to join this scheme?
a) Social Media () b) State Officials () c) Educational Institutional ()
d) Peer group () e) District seminars and exhibitions ()
10. When did you come to know about the scheme ?
a) 11th Standard () b) 12th Standard () c) Bachelors () d) Masters ()
11. How did/do you find structure and contents of the training:
a) Excellent b) Good c) Satisfactory d) Deplorable
12. How do you rate the overall conduction of the activities?
a) Excellent b) Good c) Satisfactory
13. Did/do you get sufficient time to be involved in the activities?
a) Yes b) Very Little c) No d) Not provisioned
14. Did/do you get sufficient time and opportunities to interact with the Programme Officer? a) Yes b) Very Little c) No
d) Not provisioned
15. How was/is the accommodation facility?
a) Excellent b) Good c) Satisfactory d) Don't Know
16. How was/is the food quality provided in the camps? a) Excellent b) Good
c) Satisfactory d) Don't know
17. Do you come across any issue with being gender biased?
a) Often b) Sometimes c) Never

18. **Are you a school (10+2) volunteer?** a) Yes b) No
19. **If you are a school volunteer would you like to continue with NSS?** a) Yes
b) No c) Not applicable d) Applicable, but can't say
20. **Where do you want activities to be improved?**
a) Improvement in Resource Person
b) Enhancement in number of activities
c) Improvement in accommodation facility
d) If any other, please specify
21. **Did you find the institute and hostel facilities to be disabled and women friendly?** a) Yes, for both
b) No for both
c) Sufficient no. of toilets for women
d) Partially yes for women (no. is sufficient but maintenance is not upto the mark).
e) Can't say/ Don't know
22. **Name the topic on which the activities and festivals should be conducted:**
a. Title / aspect :
b. Title / aspect
c. Title / aspect

QUESTIONNAIRE FOR PROGRAMME OFFICER Date :

1. Name of the Programme Officer: _____ Mobile:
2. Name of the Institute associated with:
City Distt. State
3. Qualifications:
4. Year of Birth:
5. Years of Experience:
6. Your present designation:
7. How often do you regulate and supervise the activities happening at the Institute/University?
1. Weekly 2. Monthly 3. More than once in a month 4. Once in 6 months
8. Do you promote experience & problems sharing with the Volunteers
1. Yes 2. No 3. It depends
9. Do you think a greater number of activities should be added to the overall NSS experience?
1. Yes 2. No
10. Do you give special focus on female/disable officers and volunteers?
1. Yes 2. No 3. Make possible attempts
11. Are you satisfied with budget received ?
1. Yes 2. No 3. Cant say
12. Are you satisfied with available Infrastructure?
1. Yes 2. No 3. Cant say
13. Do the volunteers come to you after the end of the camps/activities to discuss the matter unresolved?
1. Yes 2. No.
14. Any other your comment/s to improve the effectiveness of the volunteers?

QUESTIONNAIRE FOR PROGRAMME COORDINATOR

Date :

1. Name of the Programme Coordinator: Mobile:.....
2. Name of the schools /Colleges associated with:

City	Distt.	State
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3. Qualifications:
4. Year of Birth:
5. Years of Experience:
6. Your present designation:
7. How often do you regulate and supervise the activities happening at the cell?
1. Weekly 2. Monthly 3. More than once per month 4. Once in 6 months
5. Once in a year
8. Do you promote experience and problems sharing with the Programme Officers?
1. Yes 2. No 3. It depends
9. Do you think a greater number of activities should be added to the overall NSS experience?
1. Yes 2. No
- 9.1 If Yes, suggest a few
10. Do you give special focus on female/disable volunteers?
1. Yes 2. No
11. Are you satisfied with budget received?
1. Yes 2. No
12. Are you satisfied with available Infrastructure?
1. Yes 2. No
13. Do the volunteers come to you after the end of the camps/activities to discuss the unresolved matter?
1. Yes 2. No.
14. Any other your comment/s to improve the effectiveness of the volunteers?
15. Do you think there need to be more safety measures in the activities and camps keeping in mind the current pandemic?

QUESTIONNAIRE FOR STATE NSS OFFICER Date:

1. Name of the State Nodal Officer: _____ Mobile:
2. Name of the Institute associated with:
City Distt. State
3. Qualifications:
4. Year of Birth:
5. Years of Experience:
6. Your present designation:
7. How often do you regulate and supervise the activities happening at the cell?
1. Weekly 2. Monthly 3. More than once in a month 4. Once in 6 months
8. Do you promote experience & problems sharing with the Programme Officers and Coordinators
1. Yes 2. No 3. It depends 4. Not required
9. Do you think a greater number of activities should be added to the overall NSS experience?
1. Yes 2. No
10. Do you give special focus on female/disable officers and volunteers?
1. Yes 2. No
11. Are you satisfied with budget received ?
1. Yes 2. No
12. Are you satisfied with available Infrastructure?
1. Yes 2. No
13. Do the volunteers/PO/PC come to you after the end of the camps/activities to discuss the matter unresolved?
1. Yes 2. No.
14. Any other your comment/s to improve the effectiveness of the volunteers?

7. National Service Scheme

National Service Scheme (NSS)

About National Service Scheme (NSS)

The National Service Scheme (NSS) is a Central Sector Scheme of Government of India, Ministry of Youth Affairs & Sports. It provides opportunity to the student youth of 11th & 12th Class of schools at +2 Board level and student youth of Technical Institution, Graduate & Post Graduate at colleges and University level of India to take part in various government led community service activities & programmes. The sole aim of the NSS is to provide hands on experience to young students in delivering community service. Since inception of the NSS in the year 1969, the number of students strength increased from 40,000 to over 3.8 million up to the end of March 2018 students in various universities, colleges and Institutions of higher learning have volunteered to take part in various community service programmes.

The NSS Badge Proud to Serve the Nation:

All the youth volunteers who opt to serve the nation through the NSS led community service wear the NSS badge with pride and a sense of responsibility towards helping needy.

The Konark wheel in the NSS badge having 8 bars signifies the 24 hours of a the day, reminding the wearer to be ready for the service of the nation round the clock i.e. for 24 hours.

Red colour in the badge signifies energy and spirit displayed by the NSS volunteers. The Blue colour signifies the cosmos of which the NSS is a tiny part, ready to contribute its share for the welfare of the mankind.

Motto:

The motto of National Service Scheme is '**NOT ME BUT YOU**' ('स्वयं से पहले आप')

Benefits of Being a NSS Volunteer:

A NSS volunteer who takes part in the community service programme would either be a college level or a senior secondary level student. Being an active member these student volunteers would have the exposure and experience to be the following:

- an accomplished social leader
- an efficient administrator
- a person who understands human nature

Major Activities:

National Integration Camp (NIC):

The National Integration Camp (NIC) is organized every year and the duration of each camp is of 7 days with day-night boarding & lodging. These camps are held in different parts of the country. Each camp involves 200 NSS volunteers to undertake the scheduled activities.

Objectives of the National Integration Camp

Make the NSS volunteers aware of the following:

- Rich cultural diversity of India
- History of our diversified culture
- National pride through knowledge about India
- To integrate the nation through social service

Adventure Program:

The camps are held every year which are attended by approximately 1500 NSS volunteers with mandatorily 50% of the volunteers being girl students. These camps are conducted in Himalayan Region in the North and Arunachal Pradesh in North East region. The adventure activities undertaken in these camps includes trekking of mountains, water rafting, Para-sailing and basic skiing.

Objectives of Adventure Program

- Promote various adventure activities among NSS volunteers
- Infuse the sense of love towards the various regions of India
- Enhance leadership qualities, fraternity, team spirit and risk taking capacity.
- Improvement of physical and mental strength
- Exposure to new vocational possibilities

NSS Republic Day Parade Camp:

The first Republic Day Camp of NSS Volunteers was held in 1988. The camp takes place in Delhi between 1st and 31st January every year with 200 NSS selected volunteers who are good in discipline, March-past and cultural activities. A Contingent of selected NSS volunteers participates in the Republic Day Parade at Rajpath, New Delhi on 26th of January every year in accordance with the guidelines and requisition of the Ministry of Defence.

Objectives of NSS Republic Day Parade Camp

- Enable the volunteers to interact with fellow members hailing from various parts of India.
- Experience the tradition, custom, culture, language of all states of India.
- Provide a chance to develop overall personality of the Student volunteers.
- Constitute the bond of patriotism, national integration, brotherhood and communal harmony.

National Youth Festivals

National Youth Festivals are organized every year from 12th to 16th January by the Government of India, Ministry of Youth Affairs & Sports in collaboration with the State Governments in different parts of the country. Eminent guests, speakers and youth icons are invited to address and interact with about 1500 participating NSS volunteers during the National Youth Festivals.

Objectives of National Youth Festivals

- Make the volunteers aware of the various festivals celebrated in the country

- Remind the volunteers of the cultural importance of festivals celebrated in our country
- Provide a chance to the NSS volunteers to interact with the resource person/speaker/youth icons

National Service Scheme Award

The Ministry of Youth Affairs and Sports, Government of India had instituted the National Service Scheme Awards to recognize the voluntary service rendered by NSS volunteers, Programme Officers, N.S.S. units and the university/senior secondary council.

These awards were instituted in the year 1993-1994. Since then, these awards are given away every year at various Levels. The details of these awards are as follows:-

Sr.No.	Category	No. of Awards	Value of each award
1.	University/+Council	1	Rs. 5,00,000/-
2.	Upcoming University	1	Rs. 3,00,000/-
3.	Programme Officer	10	Rs. 1,50,000/-
4.	NSS Unit	10	Rs. 2,00,000/-
5.	NSS Volunteer	30	Rs. 1,00,000/-

Objectives of National Service Scheme Award

- To recognize outstanding contribution by NSS student volunteers, NSS Programme Officers and the Programme Coordinators in community service
- To encourage young NSS student volunteers to develop their personality through community service.
- To encourage the Programme Officers and the Programme Coordinators of NSS for catering the needs of National Service Scheme through the NSS volunteers.
- To motivate NSS Volunteers for continuing their selfless service towards community work.