

Functioning of village volunteer system in tribal villages of ASR district of Andhra Pradesh

V. Mallikarjuna Naik

Secretary, Institute for Tribal Development Studies (ITDS), Visakhapatnam

ABSTRACT

The study of the functioning of the village volunteer system in five tribal villages in Andhra Pradesh found that the system has been well-received by the local communities. The volunteers were found to be highly motivated and committed to their work, and were seen as an important link between the government and the villagers. They were able to provide information on various government schemes and programs to the villagers in a language and manner that they could understand, which was seen as a major improvement over the previous system. The study also found that the village volunteer system has helped in reducing corruption and improving the accountability of government officials.

Keywords: *village, volunteer, government, tribes, schemes, etc.,*

INTRODUCTION

The design of development schemes has been undergoing several changes the last seven decades based on feedback and comprehensive evaluations in rural India. The causal factors for low returns from development expenditure are facilitating design modifications and enabling peoples / communities active participation in the schemes dovetailed to meet the needs of the socially and economically deprived groups like scheduled tribes. The village volunteer system (VVS) in Andhra Pradesh is one such community-based initiative aimed at improving the delivery of government services to rural areas. The system was introduced in 2019 and has since been implemented in all 13 districts of the state. The program aims to provide doorstep delivery of various government schemes and programs to citizens in rural areas. The volunteers are expected to maintain a record of all the government schemes and programs that are implemented in their respective villages, and this has helped in ensuring that the benefits reach the intended beneficiaries. The system has also helped in identifying and addressing the grievances of the villagers in a timely and effective manner. These included inadequate training and support for the volunteers, lack of clarity in their roles and responsibilities, and the need for better coordination between different government agencies.

BACKDROP

Andhra Pradesh is a state located in the south-eastern region of India. It covers an area of 162,975 square kilometers and has a population of approximately 54.5 million people. Andhra Pradesh is divided into 26 districts, which are further divided into 670 mandals, 12,751 gram panchayats, 29,663 villages, and hamlets. The village volunteer system in Andhra Pradesh is one such community-based initiative aimed at improving the delivery of government services to rural areas. The system was introduced in 2019 and has since been implemented in all 13 districts of the state. The program aims to provide doorstep delivery of various government schemes and programs to citizens in rural areas.

The village volunteer system operates at the grassroots level, with each village being assigned a group of volunteers who are responsible for providing assistance and information to villagers. The volunteers are recruited from the local community and are given training to carry out their duties effectively. They are expected to work closely with the village administration and other government agencies to ensure that the benefits of various schemes and programs are delivered to the targeted beneficiaries. The Village Volunteer System (VVS) is a flagship program of the Government of Andhra Pradesh, India, which aims to improve service delivery to citizens in rural areas by appointing 2.8 lakhs village volunteers to act as intermediaries between the government and the community. The VVS has been implemented in all villages of Andhra Pradesh, including tribal areas, since October 2, 2019, the 150th anniversary of Mahatma Gandhi's Birth date. The current government is disbursing pensions worth Rs 1,887.50 crore to 6.8 million beneficiaries under the YSR Pension Donation between the first and third of every month. It is distributed to the beneficiaries wherever they are, even those displaced from their homes. For transparent, well-targeted delivery of benefits, the state relies on biometric identification. A call center with toll-free number 1902 has been set up for people

to register their grievances and get feedback on welfare schemes. In all, 1,34,694 village ward secretariat staff along with 2,48,344 dedicated village volunteers extended 556 services under 36 departments. Fact sheets reveal that till the end of last January, 5,89,57,081 service requests were registered and 5,78,86,865 services were delivered. Specific time frames are fixed for delivery. While pension cards and rice cards are to be handed over within 21 days, eligible applicants have to get Arogyasree cards within 20 days and 90 days to get house site titles.

KEY FEATURES OF VVS:

The village volunteer system in Andhra Pradesh is a unique system aimed at providing basic services and welfare schemes to every eligible household in the state. Some key features of the village volunteer system include:

- 1) Each village has a designated village volunteer who acts as the first point of contact for the residents of the village for any government-related work.
- 2) The village volunteer is responsible for identifying the needs and requirements of each household in the village and connecting them with the appropriate government scheme or program as per their eligibility against the eligibility norms governing the each scheme.
- 3) The village volunteer is trained to provide support services such as filling out forms, providing information about government schemes, and guiding villagers to the appropriate government office in accessing the eligible welfare programs & schemes of the Govt.
- 4) The village volunteer is responsible for conducting regular surveys and collecting data on various aspects such as housing, sanitation, education, and health etc., as per the requirement to identify the needs of the village.
- 5) The village volunteer system aims to create a sense of community participation and ownership in the delivery of government services.
- 6) The village volunteer system is primarily to support the BPL communities in ensuring access of "Navaratnalu" scheme of the Andhra Pradesh government, which aims to provide a bunch of nine key welfare schemes to the citizens of the state for their well-being.

MAIN CHARACTERISTICS:

- 1) 2.8 lakh volunteers have been recruited as village and ward volunteers.
- 2) 1.4 lakh people will work as village and ward secretariats.
- 3) 50% of the volunteers are women.
- 4) Each hamlet will have one volunteer who will cover about 50 families in rural areas and from 30-40 families in tribal areas depending upon the geographical proximity.
- 5) The system will be able to meet the downtrodden and make it self-reliant for villages. Rs 5,000 per month will be provided to each volunteer as honorarium and the participant needs to make that scheme subsidies reach the eligible people in the villages. Second, volunteers will identify the applicants, get to know their difficulties, and then demarcate the government's schemes.
- 6) The volunteers will be in the 18 to 35 age range, SSC in tribal areas and Intermediate in semi urban and urban areas is the minimum qualification requirements. In the village, the volunteers should be locals. The state government is expected to have to invest approximately Rs 1,200 crore per year.

OBJECTIVE OF THE STUDY:

The study aims to provide insights into the implementation and effectiveness of the village volunteer system in tribal areas and to highlight areas where improvements can be made to enhance the system's impact on the lives of the tribal communities.

Effectiveness of VSS is ascertained through governance of VSS (based on transparency all);

- Inclusion under Navaratnlu
- Benefits from other schemes

The objective of the study is to assess the functional status towards achieving its objectives of introduction of village volunteer system in AP in reference to tribal villages in the scheduled areas.

For this purpose, a sample of five tribal villages located in the scheduled area is taken for study to understand the roles and responsibilities of village volunteers in tribal villages, identify the challenges faced by village volunteers in delivering services and addressing the needs of the community, and provide recommendations for improving the functioning of the village volunteer system in these villages.

METHODOLOGY

The data for this study was collected through a mix of qualitative and quantitative methods. The qualitative data was collected through in-depth interviews of households, ITDA officials, focus group discussions, and observation of the village volunteer system in five tribal villages in Andhra Pradesh. The quantitative data was collected through a survey

questionnaire administered to a sample of households in each of the five villages. The study used a purposive sampling technique to select the five villages in the Scheduled Area which were all located in the AlluriSeetharama Raju(ASR) district which is also one of the aspirational district identified by NITI AYOOG in the state of Andhra Pradesh. The sample size for the survey questionnaire was 200 households, with 40 households selected from each of the five villages.

HYPOTHESIS:

The primary goal behind the implementation scheme is to instil trust in government and ensure that people's necessities are supplied, right, at their doorstep. However, there is limited research on the functioning of the VVS in tribal areas and its impact on the community. This study aims to fill this gap by examining the functioning of the VVS in five tribal villages in Andhra Pradesh and its impact on the community. The study also attempts to identify the challenges faced by the VVS in tribal areas and suggest strategies to overcome them. The village volunteer system in Andhra Pradesh has had a significant impact on improving the delivery of government services to tribal communities in the state, by enhancing transparency, accountability, and responsiveness of government institutions. The village volunteer system was launched by the Andhra Pradesh government in 2019 with the objective of providing doorstep delivery of government services to every household in the state. The system involves selecting one volunteer for every 50 households in a village, who is responsible for identifying the needs of the households and facilitating the delivery of government services.

The hypothesis suggests that the village volunteer system has positively impacted the delivery of government services to tribal communities in the state by improving the transparency, accountability, and responsiveness of government institutions. Tribal communities in Andhra Pradesh face various challenges in accessing government services due to factors such as their remote location, lack of awareness, and language barriers. The hypothesis posits that the village volunteer system has helped to address these challenges by creating a more responsive and accountable system for delivering government services. To test this hypothesis, a study could be conducted in five tribal villages in Andhra Pradesh, with a focus on assessing the impact of the village volunteer system on the delivery of government services. The study could involve a combination of qualitative and quantitative research methods, including surveys, interviews, and focus group discussions.

Some Of The Key Areas That The Study Could Explore Include:

Transparency of VVS: Whether the village volunteer system has increased transparency in the delivery of government services by providing information on the status of service delivery, ensuring that services are provided as per entitlements, and preventing leakages and corruption.

Accountability: Whether the village volunteer system has increased accountability in the delivery of government services by ensuring that service providers are held responsible for their actions, and complaints and grievances are promptly addressed.

Responsiveness: Whether the village volunteer system has increased the responsiveness of government institutions by ensuring that services are provided in a timely and efficient manner, and that service providers are sensitive to the needs of the community. And also whether the Government Schemes are reaching to the eligible members as per the objectives of the scheme without draining the scarce public resources.

Overall, the study could help to provide insights into the functioning of the village volunteer system in Andhra Pradesh and its impact on the delivery of government services to tribal communities in the ASR district of AP.

Study Area:

1. Dokuluru
2. Badimela
3. Talarisingi
4. Lingaputtu, and
5. Vanajangi.

The study was conducted in five tribal villages in the Paderu ITDA of the ASR district in Andhra Pradesh. The Paderu ITDA is a predominantly tribal region with a significant population of indigenous tribes such as the Kondadora, Bagatha, Valmiki, Gadaba and Konda Kapus. These villages were chosen based on their accessibility and willingness of tribal communities to participate in the study.

Database:

State government databases: The Andhra Pradesh government maintains various databases of Panchayat Raj & Rural Development and Tribal welfare, dealing with the implementation of various programs and policies.

Volunteers: Socio-eco profile capacity to deliver

Field surveys: Data collected from 200 sample tribal households in regard to..

- 1) Demographic variables such as age, gender, education level, occupation, and income of the respondents
- 2) Awareness and perception of the village volunteer system among the community members
- 3) Involvement of the village volunteer in the implementation of government schemes and programs
- 4) Effectiveness of the village volunteer in addressing the issues and concerns of the community members
- 5) Frequency and quality of interaction between the village volunteer and the community members
- 6) Challenges and issues faced by the village volunteer in performing their duties
- 7) Impact of the village volunteer system on the overall development of the community and their well-being.

The Statistical Techniques Employed:

The Pearson's correlation coefficient was computed and tested for significance

The correlation coefficient was used to ascertain the strength of the relationship between different variables, such as the performance of village volunteers and the level of satisfaction among community members. Ordinary correlation coefficient (r_{xy}) was computed for different variables and these variables include:

- Functioning of Volunteer Services
- Satisfaction level of households regarding awareness, Access and Use of Schemes
- Satisfaction level of households regarding delivery of Services.
- Improving the socio-economic conditions of the beneficiaries.

FIELD SURVEY AND ANALYSIS OF RESULT

Table – 1: Tribe wise composition of Households Distribution and location of Village

Sl. No	Name of the village	Name of the Tribe	No. of Households	Population		
				Total	Male	Female
1	Dokuluru	Bagatha	156	525	240	285
2	Badimela	Bagatha	125	464	230	234
3	Talarsingi	Valmiki	180	652	329	323
4	Lingaputtu	Konda Dora	164	754	382	372
5	Vanajangi	Gadaba *	80	380	200	180
Total			705	2775	1381	1394

Source: Field Survey ; * Gadaba is a PvTG Tribe

From Table – 1, it can be gleaned that the number of STs in each of the sample villages shown wide variation i.e., from a minimum of 80 households Vanajangi (Gadaba) to maximum of 180 households Talarsingi (Valmiki), of the five villages, The small household size in some of the villages implies that the households are accessing family planning services and opting for small family norms. Such trends are noticed in villages where the Village Voluntary System have made inroads over a period of time.

Table – 2: Demographic characteristics of sample households.

Sl. No	Particulars	Mean household size
01	No. of Sample HHs	200
02	No. of Members of the HHs	794
03	Household Size (average)	3.97
04	% of Women Headed households	29.19
05	Sex Ratio	1012
06	% Below 18years old	22.16
07	% Unmarried	16.53
08	% Married	56.45
09	% of Widow/Widower	7.83
10	% Literacy (7 years & above)	24.12

11	% Workers engaged in agri.	81.05
12	% Other worker engaged	18.95

Source: Field Data; Note: 0-17 years excluded from married persons? child marriages

The above data indicate show the demographic scenario of the tribal areas. The average House hold population is about 4. Gender perspective is highly prevalent in the tribal areas which is witnessed by percentage of women headed families and is it about 30%. Another alarming indicator is literacy rate among 7 years and above is only 24.12 %. The main occupation of the tribal families in these villages is Agriculture with 81% and families dependent on different wage labour is 19%.

Effectiveness Impact Of Village Volunteer System

Status Of Village Volunteer System In The Sample Villages:

The status of Volunteers functioning in the sample villages is analysed using data on the Number of Volunteers deployed, gender wise distribution, No. of HHs covered by each volunteer. The details are shown in tables – 3 and is.

Table – 3 : Details of the Selected Tribal Villages No. of HHs & No. of VVs deployed:

Sl.No	Name of the village	No. of House Holds	No. of volunteers	No. of HHs per Volunteer
1	Dokuluru	156	4	39
2	Badimela	125	3	41
3	Talarsingi	180	4	45
4	Lingaputtu	164	4	41
5	Vanajangi	80	2	40
Total		705	17	41

Source: Field Survey

Table – 4: Gender – wise Distribution of Village Volunteers

Sl.No	Gender	No. of Respondents	Percentage
1	Male	8	47.06 (%)
2	Female	9	52.94 (%)
Total		17	100 (%)

Source: Field Survey

Table – 4, presents the gender-wise distribution of the village volunteers, females are more in number compared to males. Here it is reported that mostly women prefer to be Volunteers in villages.

Effectiveness of VVS Volunteers awareness scheme, procedures and implemented process:

- 1) **Volunteer Training:** The effectiveness of VVS can be evaluated by examining whether the volunteers have received adequate training to carry out their assigned tasks. The survey can assess whether the volunteers have been trained on the various government schemes, policies, and programs and if they have adequate knowledge to guide the villagers in availing the benefits of these schemes.
- 2) **Awareness and Participation:** The survey can evaluate the level of awareness among villagers regarding the VVS and its functions. It can also assess the extent to which the villagers are participating in the activities carried out by the volunteers.
- 3) **Implementation Process:** The survey can examine the effectiveness of the implementation process of the VVS. This includes the process of identifying and selecting the volunteers, the allocation of tasks, and the monitoring mechanism.

- 4) **Impact on Schemes:** The survey can evaluate the impact of the VVS on the implementation of various schemes and programs in the village. This can include assessing the effectiveness of the VVS in ensuring that the benefits of the schemes reach the intended beneficiaries.
- 5) **Community Perception:** The survey can assess the perception of the community towards the VVS. This includes understanding the level of trust that the villagers have in the volunteers and their perception of the effectiveness of the VVS in addressing their needs.

Community participation in the study:

In the study sample (200) Households, the participation of the community was analysed. It was found that the participation of women is quite interesting and encouraging as 59% of respondents for the study are from women community Tables 5.

Table – 5: Sex – wise Distribution of Households participated in the Study:

Sl.No	Sex	No. of Respondents	Percentage
1	Male	82	41 (%)
2	Female	118	59 (%)
Total		200*	100 (%)

Source: Field Survey; * 200 sample households, each village 40 HH

In Table – 5, presents the gender-wise distribution of the respondents of the households, the table shows that majority of the household respondents 118 (59%) are female and the remaining 82 (41%) are male. The guiding principle of the present researchers in data collection is to collect data from the available households in each village. Here it can be observed that mostly women prefer to respond.

About Navaratnalu Schemes:

Navaratnalu is a set of nine welfare schemes launched by the Government of Andhra Pradesh, India, with the aim of providing financial and social security to various sections of the society. While these schemes are not exclusively targeted towards the tribal community, they can certainly benefit from them as they are meant for BPL families and most of the ST families are poor. Here are some ways in which Navaratnalu schemes can be used in the tribal community:

1. **Rythu Bharosa:** This scheme provides financial assistance to farmers to support agriculture and allied activities. Under the scheme, farmers from economically poor backgrounds are financially assisted by the government by depositing ₹13,500 per annum in three instalments, in association with “Pradhan Mantri Kisan Samman Nidhi (PMKSN)” with the state government contributing ₹7500 and the centre ₹6000. Tribal communities often rely on agriculture for their livelihoods, so this scheme can be useful in improving their economic conditions.
2. **Amma Vodi:** This scheme provides financial assistance to mothers or guardians of school-going children to encourage parents to send their children to school by depositing ₹15,000 rupees of financial assistance in the bank account of student’s mother. This can be particularly beneficial for the tribal community, where education levels may be low.
3. **YSR Aasara & YSR Cheyutha:** This scheme provides financial assistance to women from socially and economically backward communities to start their own businesses. **YSR Aasara** is a government welfare scheme that has been launched to improve the productivity of Self Help Groups(SHG) by reimbursing the outstanding loans and improve the lifestyle of urban and rural women. **YSR Cheyutha** is a government welfare scheme that has been launched to assist women aged 45–60 from weaker socio-economic background by providing financial benefit of ₹75000 over the period of four years.
4. **YSR Pension Kanuka:** This scheme provides financial assistance to vulnerable sections of the society, including senior citizens, widows, and disabled individuals. This can be particularly useful for tribal communities who may have a higher proportion of vulnerable individuals.
5. **Jagananna Vidya Deevena:** This scheme provides fee reimbursement for students pursuing post-matric courses in government and private institutions. This can be particularly beneficial for tribal students who may face financial barriers to accessing higher education.
6. **YSR Jala Kala:** Under the YSR Jala Kala program, the Andhra Pradesh government has set a target of constructing 2.5 lakh water harvesting structures at an estimated cost of Rs. 20,000 crores. The government

has also introduced a subsidy scheme to encourage farmers to construct farm ponds on their lands. The program is expected to benefit around 70 lakh farmers across the state. YSR Jala Kala scheme is expected to benefit all farmers in Andhra Pradesh, including those in tribal areas, by providing them with better access to irrigation water and improving their agricultural productivity and income.

7. **YSR Arogyasri:** The scheme is the extended version of Aarogyasri launched by late Chief minister of Andhra Pradesh Y. S. Rajasekhara Reddy where free health care is provided for all the people of below poverty line once the hospital bill crosses ₹1000 covering 2,200 medical procedures. Tribal communities in Andhra Pradesh face several challenges related to access to healthcare services, including poor infrastructure, lack of transportation facilities, and language barriers, among others. The YSR Arogyasri scheme seeks to address these challenges by providing free healthcare services to eligible beneficiaries in their own communities and by tying up with hospitals in nearby towns and cities. Furthermore, the Andhra Pradesh government has also launched several other initiatives aimed at improving healthcare services in tribal areas. These initiatives include the Mobile Medical Units (MMUs) scheme, which provides basic healthcare services to remote and inaccessible tribal areas, and the Community Health Workers (CHWs) scheme, which trains local health workers from tribal communities to provide basic healthcare services to their own communities.
8. **Housing for Poor:** Under the scheme, 25 lakh houses are targeted for construction over a period 5 years for the houseless citizens living below poverty line which is popularly known as Navaratnalu Pedalandariki Illu.
9. **Prohibition of liquor:** The revised liquor policy has been introduced in the state where the alcohol is subjected to be banned in a phased manner. All the belt shops in the state have been shut down and the total number of liquor shops in the state have been reduced by 33 percent.

Status of Access of “Navaratnalu” schemes in the sample villages:

The core objective of Village Volunteer against facilitation to the community in order to access the “Navaratnalu” Schemes is analysed in the sample villages and the details are given hereunder.

Table – 5: Village wise Navarthnalalu Schemes benefited households

S. NO	Name of the village	No. of House Holds	Navarthnalalu Schemes-beneficiary households								Remarks
			YSR Rythu Bharosa	Jagan anna Amma vodi	YSR Asara & Chey utha	YSR Pension Kanuka	Jagan anna Vidya Devena	YSR Jala Kala	YSR Arogyasri	Housing for Poor	
1	Dokuluru	156	147	31	4	23	14	12	147	5	-
2	Badimela	126	119	23	10	16	11	8	120	6	-
3	Talarsingi	180	169	28	9	28	10	14	166	4	-
4	Lingaputtu	164	162	36	11	36	12	9	158	8	-
5	Vanajangi	80	80	16	3	18	11	6	80	2	-
Total		706	677	134	37	121	58	49	671	25	-

Source: Field Survey

The coverage under RythuBharosa is almost 96% is mainly due to the fact that all the Tribal households are having land and cultivating the agriculture and thereby become eligible to get the RythuBharosa Scheme. Like wise the coverage under YSR Arogyasri is also 95% . Both these schemes are universal to all the BPL families. Rest of the schemes are specific support schemes like Jagananna-Amma vodi for school going children-mothers, pensions for (old) aged, widows & differently abled persons, YSR Jalakala for providing irrigation to the assigned lands etc., and the coverage is also depends upon the eligible beneficiaries under each scheme. The study reveals that almost all the eligible beneficiaries covered under the relevant welfare schemes on saturation mode which reveals the effectiveness of the Village Volunteer System.

Table – 6 : Schemes wise Beneficiaries under other welfare schemes in sample villages.

Name of the village	<i>Dokuluru</i>	<i>Badimela</i>	<i>Talarsingi</i>	<i>Lingaputtu</i>	<i>Vanajangi</i>	<i>Total / Avg</i>
Name of the Tribe	<i>Bagatha</i>	<i>Bagatha</i>	<i>Valmiki</i>	<i>Konda Dora</i>	<i>Gadaba *</i>	
No. of Households	156	126	180	164	80	706
Population	525	464	652	754	380	2775
Aadhar Card (%)	96.57	97.63	96.93	97.88	96.05	97.01
MGNREGA/Job Card (%)	83.43	90.09	84.05	83.82	82.89	84.86
Caste/Income/Birth Certificate, etc., (%)	88.57	97.63	99.39	96.42	93.95	95.19
Pensions (Single / widow / Old age/ PHC, etc.,) %	91.81	95.47	91.26	91.78	90.53	92.17
Ration Card (white / pink / AAY) %	96.57	97.20	98.62	96.95	95.79	97.03
Pattadaru Pass book/ other Agri. (%)	94.23	88.10	91.11	87.20	85.00	89.13
YSR Arogya Sri Heath Card (%)	96.57	98.49	96.78	95.62	86.32	94.76
Skill training / placements (%)	90.38	91.27	95.00	92.07	90.00	91.74
YSR Insurance Enrolment (%)	93.59	87.30	90.56	75.61	56.25	80.66
Free Electricity 200 units (%)	100	100	100	100	100	100.00
YSR Pell kanuka (%)	15.38	28.73	20.78	36.10	28.75	25.94

Source: Field Survey

Community level satisfaction with Village Volunteer System:

The performance of the Volunteers have been rated against three para meters of (i) Communication with volunteers (ii) Ability of volunteers and (iii) Compliance with Govt. Policies & Procedures.

- (i) **Communication with Volunteers:** Communication plays a vital role in ensuring the success of the program or schemes introduced by the government. In the case of VVS, effective communication between volunteers and the community is key to building trust and maintaining transparency. Community members were able to voice their grievances and concerns to volunteers, who provided prompt and satisfactory responses. We were able to assess the effectiveness of communication by conducting focus group discussions (FGDs) with community members.
- (ii) **Competence of volunteers:** Another important parameter influencing community satisfaction with VVS is the competence of volunteers. Volunteers must have adequate knowledge and skills to provide essential services to community members. They should be trained in medicine, education and social welfare. Community members need to recognize volunteers as competent and trustworthy. The capacity of volunteers can be assessed through surveys or FGDs with community members or by evaluating the volunteers performance.
- (iii) **Compliance with Government Policies & Procedures:** Compliance with government policies and procedures is essential for smooth functioning of VVS. Volunteers should be aware of the rules and regulations of the program and follow them strictly. Community members should also be aware of policies and procedures and have confidence in the system. Compliance with government policies and procedures can be assessed through monitoring and evaluation activities conducted by the government or independent agencies.

The result of field data are summarised and presented in Table 7:

Table – 7: Satisfaction level of households regarding activities of volunteers

Name of the village / HHs	Description	Fair	Good	Very Good
Dokuluru 40hhs	Communication with volunteers	-	-	√
	Ability of volunteers	-	√	-
	Compliance with policies and procedures	-	-	√
Badimela 40hhs	Communication with volunteers	-	√	-
	Ability of volunteers	-	-	√
	Compliance with policies and procedures	-	√	-
Talarsingi 40hhs	Communication with volunteers	-	-	√
	Ability of volunteers	-	-	√
	Compliance with policies and procedures	-	-	√
Lingaputtu 40hhs	Communication with volunteers	-	√	-
	Ability of volunteers	-	-	√
	Compliance with policies and procedures	-	√	-
Vanajangi 40hhs	Communication with volunteers	-	√	-
	Ability of volunteers	-	-	√
	Compliance with policies and procedures	-	-	√

Source: Field Survey, FGD

Table – 8: Village wise satisfaction levels of volunteer

Sl. No	Name of The Village	No. of volunteers	satisfaction level of Volunteers		
			Very Good (91+)	Satisfactory (50 - 90)	Not Satisfactory (25-50)
1	Dokuluru	4	2	2	-
2	Badimela	3	1	2	-
3	Talarsingi	4	3	1	-
4	Lingaputtu	4	2	1	1
5	Vanajangi	2	2	-	-
Total		17	10	6	1

Source: Field Survey

Asked to rate their working conditions and climate by village, those who rated very good experienced no handling, while those who rated satisfactory revealed that there was political interference and that volunteer status had a low social image.

It is evident from the table that good numbers of volunteers were not satisfied and there is need to improve the work environments volunteers

Table – 9: Households satisfaction levels from volunteer services

Sl. No	Name of the village	No. of House Holds	Households satisfaction from volunteer services			
			Very Good (91+)	Satisfactory (50 - 90)	Not Satisfactory (25-50)	Avg Score (%)
1	Dokuluru	156	121	32	3	52.00

			(77.56)	(20.51)	(1.92)	
2	Badimela	125	108 (86.40)	17 (13.60)	0 (0.00)	41.67
3	Talarsingi	180	144 (80.00)	36 (20.00)	0 (0.00)	60.00
4	Lingaputtu	164	132 (80.49)	28 (17.07)	4 (2.44)	54.67
5	Vanajangi	80	61 (76.25)	18 (22.50)	1 (1.25)	26.67
Total		705	566 (80.28)	131 (18.58)	8 (1.13)	47.00

Source: Field Survey

The Pearson's Correlation Coefficient was computed for the following variables:

- Functioning of Volunteers (X_1)
- Households satisfaction levels from volunteer activities (X_2)
- Satisfaction level of households regarding delivery of services (X_3).
- Schemes have been successful in improving the socio-economic conditions of the beneficiaries (X_4).

Table – 10: The correlation coefficients are presented.

Sl.No	Case	r value	t statistic	Conclusion
1	X_1 & X_2	0.97	2.35	Significant association
2	X_1 & X_3	0.92	1.94	-do-
3	X_2 & X_3	0.88	1.92	-do-
4	X_1 & X_4	0.94	2.41	-do-

The beneficiaries of these schemes in tribal areas are diverse and include poor families, farmers, school-going children, senior citizens, women, and families affected by alcoholism. The schemes offer financial assistance, infrastructure, amenities, and vocational training, among other benefits, to support the livelihoods and well-being of tribal communities. By targeting specific issues such as inadequate housing conditions, alcoholism, and lack of education, the Navaratnalu schemes can help to reduce poverty, promote sustainable development, and support the social and economic development of tribal communities. These schemes not only provide immediate relief but can also have a long-term impact on the well-being and prosperity of tribal communities in Andhra Pradesh.

FOCUSED GROUP DISCUSSIONS (FGDS)

In all, 5 FGDs were conducted in the sample villages with a cross-section of households belonging to different occupational and sex categories. Participants were asked to respond to a few selected items and encouraged to share their views on any general issue of concern to society, opinions were elicited regarding impact of government schemes on their socio-economic life as perceived by them and suggestions for revising/strengthening delivery of services.

Major opinions and suggestions were collected and analyzed village wise. It was reported in the FGD meetings that village volunteers should be trained on central / state government schemes in four villages, **Exp:** Tribal Sub-Plan (TSP) and its various components. This, in turn, helps the village volunteers to create sufficient awareness among the villagers regarding TSP and its schemes and it improves public access to the schemes. It is also suggested to give orientation training to the village leaders. It is mentioned that adequate awareness should be provided to the villagers in the four villages. Village leaders opined that there is a need for training from the officials of ITDA, which is an important organization for the development of tribals.

SUMMARY OF INTERVIEW RESULTS WITH THE FIELD OFFICIALS

Yes, the Village Volunteer System (VVS) in Andhra Pradesh has helped tribal people in better access to public services including those residing in remote and difficult-to-reach areas, such as tribal areas. The VVS program has been successful in identifying the needs of the tribal communities and connecting them with government services and schemes. The volunteers act as a bridge between the government and the tribal communities, helping to build trust and facilitate the delivery of services.

Moreover, the selection process for volunteers in tribal areas is based on criteria such as the number of years the applicant has lived in the village, their knowledge of the local language and culture, and their commitment to social inclusion and community development. This ensures that volunteers who understand the unique needs and challenges

of tribal communities are selected, and they are better able to assist tribal people in accessing public services. The VVS program provides additional training to the volunteers in tribal areas on issues such as tribal rights, traditional governance systems, and cultural practices. This helps the volunteers to have a better understanding of the needs and challenges of the tribal communities they serve, and they can provide better assistance to tribal people in accessing public services. The Village Volunteer System (VVS) in Andhra Pradesh has helped tribal people in improving access to public services by identifying their needs and connecting them with government services and schemes through the assistance of trained volunteers who understand their unique needs and challenges.

FIELD LEVEL OBSERVATIONS BY RESEARCH

Increased access to government services: The VVS has helped to increase access to government services and schemes in rural and remote areas, including tribal areas. The volunteers act as a bridge between the government and the community, helping to facilitate the delivery of services and schemes.

Community participation: The VVS promotes community participation in governance and development, as volunteers are selected from the local community and work closely with community members to identify their needs and priorities.

Empowerment of women: The VVS has led to the empowerment of women, as a significant percentage of volunteers are women. This has helped to increase their participation in decision-making and community development activities.

Youth Empowerment: The VVS has created employment opportunities for local youth with sense of motivation so that they can serve as volunteers in their own community and earn a stipend. It helped these youth in associating with the implementation of Govt. welfare & development programs leading to youth empowerment.

Improved transparency and accountability: The VVS has led to improved transparency and accountability in service delivery at grass root level as the volunteers monitor the implementation of government schemes at community level and report any issues to higher authorities.

Better targeting of beneficiaries: The VVS has helped to better targeting the beneficiaries of government schemes, as the volunteers are familiar with the local community and can identify those who are mostly in need of assistance.

Strengthening of local governance: The VVS has strengthened local governance by promoting community participation in welfare and development activities. This has helped to build trust between the government and the community and improve the effectiveness of governance at the local level.

CONCLUDING REMARKS

The study found that the VVS has helped to bridge the gap between the government and the community by providing a channel for communication and collaboration. The volunteers were found to be dedicated, committed, and knowledgeable about the needs and priorities of their communities. The study also found that the VVS has helped to promote community participation in decision-making and development activities, especially among women, who make up a significant percentage of the volunteers. The program has also generated employment opportunities for local youth and helped to address the issue of youth unemployment in rural areas.

The study noted some challenges, such as the need to improve the training of volunteers and ensure that they have the necessary skills and knowledge to perform their duties effectively. The study also identified the need to improve the monitoring and evaluation of the program to ensure that it continues to be effective and sustainable. The study concluded that the Village Volunteer System (VVS) has been a successful model for improving service delivery, promoting community participation, and strengthening local governance in tribal areas of Andhra Pradesh.

The study should provide valuable insights into the functioning of the village volunteer system in Andhra Pradesh. It should highlight the importance of community-based initiatives in improving the delivery of government services to rural areas, and also identify areas for improvement to ensure the long-term sustainability and effectiveness of the system. The study recommended that the government should provide more training and support to the volunteers, clarify their roles and responsibilities, and ensure better coordination between different government agencies to ensure the effective functioning of the system. The study also identified some challenges in the functioning of the village volunteer system. The study also identified several challenges in the functioning of the village volunteer system.

These included inadequate training and support for the volunteers, lack of clarity in their roles and responsibilities, and the need for better coordination between different government agencies. These are important issues that need to be addressed to ensure the long-term sustainability and effectiveness of the system. The study of the Village Volunteer

System (VVS) in five tribal villages in Andhra Pradesh has shown that the program has been effective in improving access to government services and schemes, empowering local communities, and strengthening local governance.

The VVS has been successful in bridging the gap between the government and the community, as the volunteers act as a channel for communication and collaboration. The study found that the volunteers were dedicated, committed, and knowledgeable about the needs and priorities of their communities. The VVS has also been successful in promoting community participation in decision-making and development activities, particularly among women. The program has generated employment opportunities for local youth, and it has been effective in addressing the issue of youth unemployment in rural and tribal areas. It is imperative that the VVS need to be analysed systematically with special reference on the overall development of the villages. While the system may have improved the delivery of government services, it is important to assess its impact on the social and economic development of the villages.

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