

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- OUTSTANDING E-GOVERNANCE INITIATIVE BY ACADEMIC AND RESEARCH INSTITUTIONS

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres

Digital Literacy through Course on Computer Concepts (CCC) and Basic Course in Computers (BCC) is imparted through NIELIT's own centres spread across the country.

(ii) Number of delivery centres

This project is being executed and implemented by 30 own centres of NIELIT, 850 accredited institutes of NIELIT and 6000 facilitation centres who are spread all over the country

(iii) Geographical

(a) National level – Number of State covered

29

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

3. Scope of Services/ Activities Covered (Relevance of application for end users/citizens, extent of e-enablement in terms of number of services/activities, extent to which step in each service/activity have been ICT- enabled #)

After completing the course the incumbent should be able to the use the computer for basic purposes of preparing his/her personal/business letters, viewing information on internet (the web), receiving and sending mails, preparing his business presentations, preparing small databases etc. This helps the small business communities, housewives, etc. to maintain their small accounts using the computers and enjoy in the world of Information Technology.

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4. Strategy Adopted

(i) The details of base line study done,

The computer literacy programme of the Society is an outcome of the recommendation of National Task Force on Information Technology and Software Development. This course is designed to aim at imparting a basic level IT Literacy programme for the common man. This programme has essentially been conceived with an idea of giving an opportunity to the common man to attain computer literacy thereby contributing to increased and speedy PC penetration in different walks of life. After completing the course the incumbent should be able to use the computer for basic purposes of preparing his/her personal/business letters, viewing information on internet (the web), receiving and sending mails, preparing his business presentations, preparing small databases etc. This helps the small business communities, housewives, etc. to maintain their small accounts using the computers and enjoy in the world of Information Technology. This course is, therefore, designed to be more practical oriented.

(ii) Problems identified,

There are plethora of IT courses available, which are being offered by various IT institutes and universities. These courses are primarily aimed at a very specific segment of society, pre-dominantly the IT literate section. The common man was at an disadvantageous end and were unable to participate in the theme of inclusive growth by availing various e-Services.

(iii) Roll out/implementation model,

To achieve the objective of Digital Literacy for all, NIELIT planned to implement the imparting of training through a three-fold approach

1. Imparting training through its own centres spread all across the country.
2. Involving 850 accredited institutes of NIELIT for conducting training.
3. 6000 facilitation centres who were authorized to conduct online examinations and conduct training on CCC and BCC courses.

(iv) Communication and dissemination strategy and approach used.):

The training programmes are conducted through Classroom Based Training (CBT) at various centres and accredited institutes. NIELIT has

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also developed an online version of the training material in 21 scheduled Indian Language, which are available for download free of cost from its official website <http://www.nielit.gov.in> .

5. **Technology Platform used-**

(i) Description,

The modules that are being taught as part of CCC and BCC course on Office Productivity tools using Microsoft Office, therefore no specific technology platform requirement is there.

(ii) Interoperability

Online version of the training modules are available in an online version which is downloadable free of cost.

(iii) Security concerns

Not Applicable.

(iv) Any issue with the technology used

None

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

Not Applicable

6. **Service Delivery – user orientation** (Give details about improvement in interaction with end user and outcome, relevance of access points, Length and Breadth of services provided online etc. #)

For all aspiring candidates who wants to undergo training or appear in an examination. NIELIT has facilitated

1. Online filling of application form and submission
2. Online admit cards and examination hall ticket.
3. Online examination at designated exam centres
4. Online result declaration and online provisional certificates to successful candidates.

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7. **Citizen Centricity** (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

1. Lesser interaction at Centre / Accredited Centre / Facilitation Centres.
2. Less Data Redundancy and increased reliability as data is available in the Central database.
3. Training fee of INR 3371/- and Rs. 360/- as online examination fees
4. Lessened face-to-face interaction between the prospective candidate and officials of NIELIT.

(ii) Feedback/grievance redressal mechanism,

1. Core Group for monitoring feedbacks / grievances and its redressal at NIELIT, Head Quarters.

(iii) Audit Trails,

Not Applicable

(iv) Interactive platform for service delivery,

(v) Stakeholder consultation

Annual Stakeholders' meet where various issues are discussed threadbare by the stakeholders and problems mitigated.

8. **User convenience** (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

Users are provided all information through NIELIT Websites, emails (where available) and information disseminated through SMS also.

(ii) Completeness of information provided to the users,

Complete in all respect

(iii) Accessibility (Time Window),

24 X 7 through NIELIT websites

(iv) Distance required to travel to Access Points

Within city limits

(v) Facility for online/offline download and online submission of forms,

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Online filling of forms and its submission

(vi) status tracking

Yes

9. **Efficiency Enhancement** (Give specific details about the following #)

(i) Volume of transactions processed,

18,00,000 and growing

(ii) Coping with transaction volume growth

Augmentation of computational infrastructure

(iii) Time taken to process transactions,

Less than 30 days for validating online application received and generating examination hall ticket and results are generated within 72 hours of examination/

(iv) Accuracy of output,

100 %

(v) Number of delays in service delivery

10. **Accessibility** (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.)

1. Users can apply online, thereby reducing the human-interaction.
2. The system is complete transparent
3. Every NIELIT Centre / Accredited Centre / Facilitation Centre has a Coordinator who are authorized to take grievances at the central level.
4. Extremely user friendly
5. No visits are required.
6. All communications with the candidates are being accomplished through email and SMS.

11. **Innovations** (Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / give details irrelevant

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steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project)

12. Sustainability (Give details about Self sustainability of these w.r.t Institution (hiring trained staff, training etc.), financial (Scope for revenue generation), saving of time and money etc. #)

This project is being implemented on a self-sustaining mode.

1. All the NIELIT Accredited Centres are allowed to charge Rs. 3371/- as training fee and examination fee of Rs, 360/- is shared between the accredited centres and NIELIT.

13. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

The course content is reviewed on regular basis to avoid any form of stagnation. The CCC course is now being scaled up to also include another 20 hours of training on various e-governance topics keeping in line with the recommendations by various empowered committees of Govt. of India

(ii) Measures to ensure replicability

Not Applicable

(iii) Restrictions, if any, in replication and or scalability

Not Applicable

(iv) Risk Analysis

Not Applicable

14. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

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15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc): **Government officials, common man, businessmen and students.**

16. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

Not applicable

17. Other distinctive features/ accomplishments of the project:

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| <ol style="list-style-type: none">1. Total no. of candidates who have appeared for CCC Online Examination exceeds 18,00,0002. Passing percentage of more than 72%3. CCC course has been mandated by Govt. of Jharkhand, Govt. of Bihar, Govt. of Gujarat for the career progression of their employees. |
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This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.