



Government of India
Ministry of Minority Affairs

Digital Literacy



National Institute of Public Cooperation
and Child Development



This booklet contains information on the following topics:

- Digital Literacy
- Computer its functions and programs
- Internet and Social Networking
- Accessing Public Services Through Internet and Mobile Applications

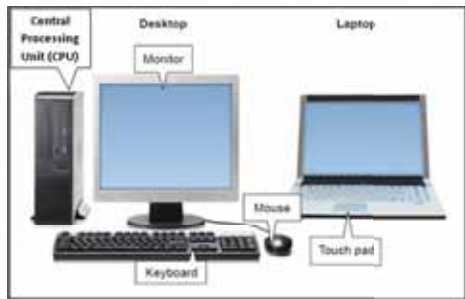
Digital Literacy

- Digital literacy is the knowledge and skill used in a broad range of digital devices such as desktop computers, laptops and smartphones.
- A digitally literate person possesses a range of digital skills, knowledge of the basic principles of computing devices, skills in using computer networks, an ability to engage in online communities and social networks.

Laptops are computers that are portable and suitable for use while travelling.

Computer

- Computer is an electronic device, which is used for varied applications ranging from performing complex calculations, writing simple letters, developing multimedia applications, financial accounting & banking applications, booking of airlines/railways tickets etc.
- It transforms data into meaningful information. Data can be anything like marks obtained in various subjects. It can also be name, age, sex, weight, height, etc. of all the students in a class.
- A computer consists of input devices, a central processing unit and output devices.



Components of Computer

Input Devices	Central Processing Unit (CPU)	Output Devices
<ul style="list-style-type: none">• Are used for entering data.• Can be a keyboard, mouse or a microphone for voice input.	<ul style="list-style-type: none">• Is the brain of the computer.• Processes all computer operations step by step.• Consists of control unit, memory unit and arithmetic and logic unit.	<ul style="list-style-type: none">• Returns the processed information in the form of output.• The output can either be printed or displayed or heard on the output devices like printer monitor or speaker.

Functioning of Computer

Computers and the internet have become a part of everyday life. From creating documents, staying in touch with friends and family, sharing files and photographs, computer is needed everywhere.

Computer Programs

Computer allows a person to create and edit documents and presentations using programs like Microsoft word and Powerpoint.

Tips for Computer Beginners

- Be patient with yourself.
- Ask for help at any time.
- Go at your own pace – don't compare yourself with anyone else.
- Don't panic.
- Practice makes perfect.
- Computers are also for fun. You can play games, listen to music and watch films.

Microsoft Word

- Word can be used to create documents having text, pictures, charts and diagrams.
- Documents like applications, resumes and letters etc. can also be created.

Microsoft Powerpoint

- Powerpoint is used for preparing presentations. Powerpoint allows one to draw diagrams using a library of shapes and connectors.
- Informative notices and posters can be created in Powerpoint. Clip art or custom graphics can be used to illustrate topics or give instructions.

Internet

- Internet is a worldwide network of computers all connected to each other by telephone lines, cables and satellites. It's like a huge library of information.

Pros and Cons of Internet

- Communication
- Information
- Entertainment
- e-Commerce
- Access Public Services

Pros

- Theft of Personal Information
- Virus Threat
- Pornography

Cons

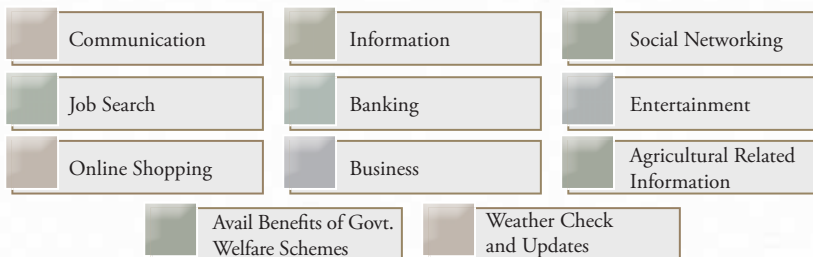
- Internet also has thousands of services that help make life more convenient. For example, many financial institutions offer online banking that enables user to manage and view their accounts online.
- The information on the internet is contained in websites and webpages.
- To connect to the internet an Internet Service Provider (ISP) is needed which may be mobile company or landline phone company.

- **World Wide Web:** The World Wide Web or simply Web, is a way of accessing information over the medium of the Internet. The Web is made up of Web pages and Websites.
- **A Webpage** is a specially formatted document that can include text, graphics, hyperlinks, audio, animation and video.
- **A Website** is a collection of Webpages.

Searching on the Internet

- Internet has millions of websites and webpages. One can search for almost anything – from recipes and local news, to history and gardening tips.
- To search the internet effectively search engine is needed. A search engine will scan through thousands of websites and webpages on the internet and collect and organise the information it thinks is most relevant.
- Some of the most popular search engines are:
 - **Google:** www.google.com
 - **Yahoo:** www.yahoo.com
 - **Bing:** www.bing.com
 - **Ask:** www.ask.com

Use of Internet



Social Networking

- Internet has enabled new forms of societal interactions, activities and social associations.

- A social networking service (also social networking site or SNS) is a platform to build social networks or social relations among people who share interests, activities, backgrounds or real life connections.
- A social network service consists of a representation of each user (often a profile), his or her social links and a variety of additional services.
- Users of these sites are able to add a wide variety of information to pages, to pursue common interests and to connect with others. It is also possible to find existing acquaintances, to allow communication among existing groups of people.

Some of the Popular Social Networking Platforms

Socializing and Interacting	<ul style="list-style-type: none"> • Facebook • Twitter
Pictures Sharing	<ul style="list-style-type: none"> • Instagram • Flickr • Pinterest • Tumblr
Video Sharing/ Conferencing	<ul style="list-style-type: none"> • Youtube • Skype • Tango
Text and Audio/ Video Sharing	<ul style="list-style-type: none"> • Whatsapp • Vine • Tango • Telegram • Line
Business and Commercial	<ul style="list-style-type: none"> • LinkedIn

Some Important Websites

Ministry of Minority Affairs	www.minorityaffairs.gov.in
Ministry of Minority Affairs	www.scholarships.gov.in
Ministry of Women and Child Development	wcd.nic.in
MWCD twitter handle	@MinistryWCD
Nutrition Resource Platform	poshan.nic.in

Steps involved in online application are:

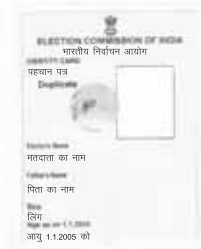
1. Registration as New User using a valid mobile number.
2. Log – In using registered mobile number and password.
3. Going through the ration card checklist to fill application form.
4. Filling the online application form which consists of 6 steps-
 - Step 1: Bank Account Details
 - Step 2: Basic Details
 - Step 3: Address Details
 - Step 4: Family Details
 - Step 5: Attachment (photograph, ID proof, address proof)
 - Step 6: NFSA Criteria
5. A draft acknowledgement receipt will be generated after the successful completion.
6. Check the receipt for any errors and finally “lock” the application.

After the successful online submission, the application will be automatically forwarded to the concerned authority for verification and *ration* card will be issued.

Issuing *Ration* Card is the responsibility of the State Government; therefore the application format may vary slightly from one state to another.

Voter ID Card/ Electors Photo Identity Card (EPIC)

- A Voter ID card is a very important document for Indian citizens. It is essential for casting vote and also used as a legal document (proof of identification) for many purposes.
- A Voter ID card can be issued to any person who is:
 - A citizen of India.
 - 18 years of age or above.
- To become a voter one needs to fill in the application Form- 6.
- Once this Form is accepted, the applicant's name will be included in the Electoral Roll as a voter.



Online Application

- Step I: Go to Enroll Online on the home page of Chief Electoral Officer of the respective state.

- Step II: A new user must sign up to obtain a user name and password.
- Step III: Upload one passport size colour photograph in the space mentioned in the Form.
- Step IV: Upload the following documents in the space mentioned in the Form and submit.
- Proof of the residence (such as driving license, passport, bank pass book, any postal letter received in the name on specified address etc).
 - Proof of the age, such as birth certificate, school leaving certificate etc. However, this is only required if the age is between 18 and 21 years.
- In case there is a problem in uploading the documents, then the Booth Level Officer (BLO) will verify the information and will collect both the documents from the applicant's residence.
 - After the completion of verification process, the voter ID card is delivered through speed post.

AADHAAR

- *AADHAAR* is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India which serves as a proof of identity and address, anywhere in India.
- *AADHAAR* number helps provide access to services like banking, LPG connections and other government schemes for direct benefit transfer.

AADHAAR Status

This application enables the citizen to check the *AADHAAR* status at any point of time.



Aadhaar Status
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My AADHAAR (Mobile Application)



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The initiative to issue an *AADHAAR* to every resident in India has an ambitious objective to enable residents identify themselves anytime anywhere. The *AADHAAR* platform helps service providers authenticate identity of residents electronically, in a safe and quick manner, making service delivery more effective and efficient.

Through this mobile application *AADHAAR* applicants can directly download the *AADHAAR* card.

AADHAAR Linking

This application allows citizens to register request for linking 12 digit unique *AADHAAR* number to their personal identification documents or benefit cards such as:

- Scholarships
- Pension ID
- MGNREGA Job Card
- LPG Consumer ID

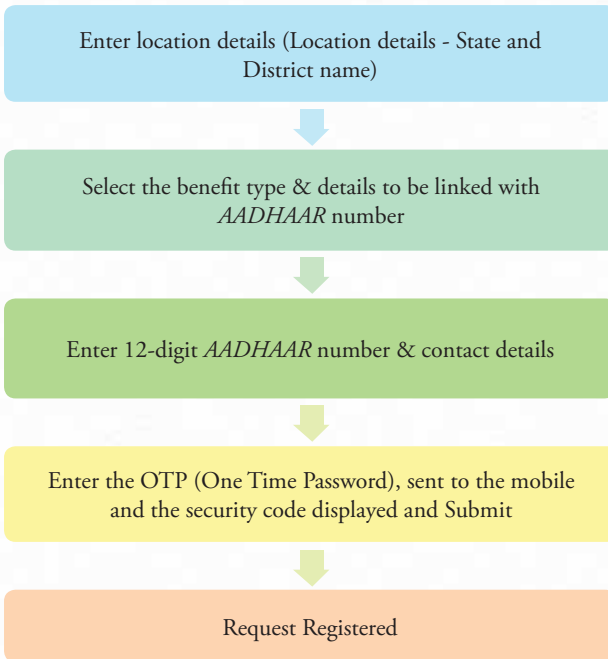


AADHAAR Linking
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Process of linking AADHAR to Personal IDs



Permanent Account Number (PAN)

- PAN is a code that acts as identification, especially for those who pay Income Tax.
- It is a unique, 10-character alpha-numeric identifier, issued by the Indian Income Tax Department under the supervision of the Central Board for Direct Taxes (CBDT) and it also serves as an important proof of identification.

Process for Online Application of Permanent Account Number

Apply online for PAN on <https://tin.tin.nsdl.com/pan/form49A.html> or <http://www.utitsl.co.in/utitsl/uti/newapp/newpanapplication.jsp>

Fill details of ward, area code and other number related information, mention your office/personal address

Submit the filled form after checking whether entered information is correct

As submission is confirmed, a unique reference number (acknowledgement number) for PAN application will appear which can be used for tracking the status of PAN application

Save and print the acknowledgement form, paste recent colour photograph and sign the acknowledgement

Note: For online application for PAN, one must have DD/Cheque of ₹ 105 or you must have credit card to pay the application fee online.

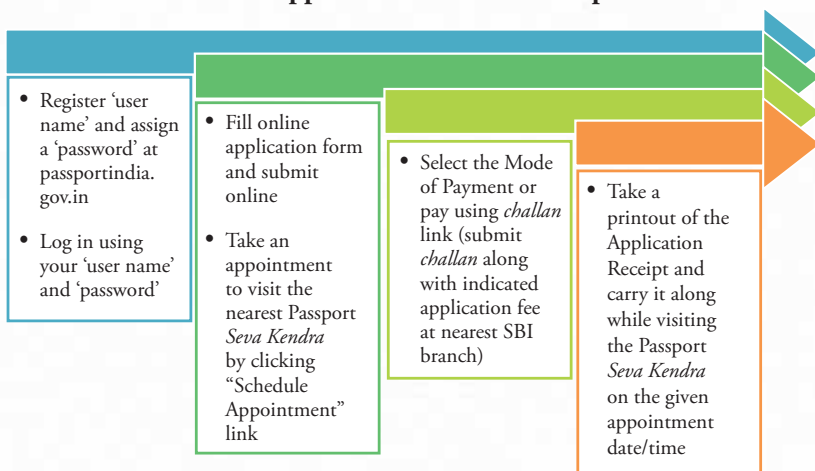
Passport

- Passport *Seva* Project was launched with the objective of delivering Passport services to the citizens in a comfortable environment with wider accessibility and reliability.
- Under Passport *Seva*, new measures and procedures have been introduced in order to improve governance in Passport Offices by ensuring citizens comfort, improvement in delivery of passport services, transparency and enhanced security.
- For issue of fresh passport and reissue of passport, one needs to fill the application form online via e-Form Submission (preferred) or via Online Form Submission.

Online Application and Appointment

The online appointment system avoids congestion at the Passport *Seva Kendras* (PSKs) and cutting down the waiting time for applicants. Appointment date/time will be automatically allotted by the system as per the availability of appointment slots at the desired PSK.

Online Application Process for Passport



Note: It is mandatory for all applicants, including infants, to be physically present at the Passport *Seva Kendra* to give their biometrics (fingerprints) and photographs.

mPassport Seva (Mobile Application)

- Passport *Seva* Project, of the Ministry of External Affairs (MEA), aims at providing all the Passport related services to the Indian Citizens in a speedy, convenient and transparent manner.
- MEA with a view to provide mobile enablement of public services, has launched a Mobile Application 'mPassport *Seva*' to offer a wide variety of services to smartphone users such as:
 - Passport application status tracking.
 - Locating the Passport *Seva Kendra*.
 - General information on various steps involved in obtaining a Passport.



mPassport Seva
Consular, Passport and



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e-Transportation

Under the National e-Governance Programme (NeGP) e-Transport services includes air, train and road transport which helps in:

- Booking train tickets online.
- Online status check of running trains.
- Tour to the National Museum.
- Book Air India tickets.

IRCTC Connect (Mobile Application)

It is an application of Indian Railways allowing m-reservation of railway tickets from anywhere in India.

Features:

- One step login to existing users.
- Search and Book train tickets.
- View and Cancel tickets.
- Retains recently added passenger details.
- New Users, register from App directly.
- Upcoming Journey Alerts.



IRCTC Connect
IRCTC official

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e - Postal & Telecom Services

The Post and Telecommunications departments is one of the oldest and most extensively used mail services in the world which now uses communication technology to serve the people. e – postal and telecom services allow its user to:

- Send message through e-post.
- Send money through Instant Money Order (iMO).
- Track speed post status online.
- Search ISD code online.
- Calculate the postal charges online.
- Find numbers on 'Online Telephone Directory'.

India Post Tracker (Mobile Application)

India Post's online tracking allows one to access tracking information and confirm the delivery of item by using the tracking number assigned at the time of booking.

What can be tracked?

- Speed post (Domestic EMS)

- International EMS
- Electronic Money Order (eMO)
- Registered Mail
- Express Parcel
- Electronic Value Payable Parcel (eVPP)



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How it works?

The tracking system is updated periodically to provide the most current information available about the location and status of the item. Other information provided includes:

- Date and time of booking.
- Dispatched and receiving date and time at various locations during its journey.
- Date and time of delivery.
- Date and time of issue of delivery intimation notice, to notify the recipient that the item is available for delivery.

India Speed Post Tracker (Mobile Application)

- India Post's online tracking for Speed Post allows one to access tracking information and confirms the delivery of the item sent by speed post by using the tracking number assigned at the time of booking.



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e - Educational Services

- Online learning is a method of delivering educational information through the internet.
- It is flexible and self-paced and suited for distance learning.
- The use of ICT in education has made it possible to reach learners who want to pursue education from far-off places.

Employment Exchange

Employment Exchange is an organisation that provides employment assistance on the basis of qualification and experience. The Departments of Employment in various states of India allow unemployed educated youth residing in the respective states to pre-register for impending job vacancies occurring in different sectors of that state.

Online Registration Process for Employment Exchange

Visit State Employment Exchange website for online registration, create an account and log into State Employment exchange website with the credentials.

Submit filled form and print the acknowledgement containing the registration number, registration date and name of the employment for future reference.

Produce relevant certificates in support of education, experience, caste, sports, handicapped, ex-serviceman, widow, freedom fighter and proof of residence to the Employment Exchange within 15 days from the date of registration.

Employment Exchange will issue a registration card carrying Registration No. with date of renewal of that registration.

Note: Apart from the above documents one needs to submit documents as residence proof (*Ration* Card, Voter ID Card, Certificate from Municipal Councilor/*Sarpanch*, Proof of job in the state of either of the parents, Certificate of Education in the state, Letter from Gazetted Officer or School Head, Certificate issued by an MLA/MP, Domicile Certificate).

e-Grievance Redressal

- During the course of public-government interface or interaction, the citizen may feel wronged which may be real or supposed. This forms valid grounds of complaint.
- To redress grievances, the Central Government has set up a portal for public grievances. A list of Uniform Resource Locators (URLs) which link citizens directly to the concern department.

Online Banking (OLB)

- Online banking is an electronic payment system that enables customers of a bank to conduct financial transactions on a website operated by the bank.
- Online banking is also referred as Internet banking, e-banking and virtual banking.
- Online banking services includes:
 - **Account Details:** View bank account details, account balance, download statements and more. Also view demat, loan & credit card account details, all in one place.

- **Funds Transfer:** Transfer fund to own accounts, other accounts in same bank or accounts in other banks.
- **Request Services:** Give a request for cheque book, demand draft etc.
- **Investment Services:** View complete portfolio with the bank, create fixed deposit.
- **Value Added Services:** Pay bills, recharge mobile, register for e-statement and SMS banking etc.

Steps for Accessing Internet Banking

The customer has to register with the bank for internet banking.

Once registered the customer is provided with a customer name and is required to set a password.

To access online banking, a customer would go to the Bank's secured website and enter the online banking facility using the customer name and password previously setup.

The customer can now use the bank services as required.

Mobile Banking

Banking can also be done by using mobile applications of the banks.

Mobile Banking Services

Account Information

- Mini-statements and checking of account history
- Alerts on account activity
- Monitoring of term deposits
- Access to loan statements
- Access to card statements
- Mutual funds / equity statements
- Insurance policy management

Transaction

- Mini-Funds transfers between the customer's linked accounts
- Paying third parties, including bill payments and third party fund transfers

Support

- Mini-Status of requests for credit, including mortgage approval and insurance coverage
- Check (cheque) book and card requests
- Exchange of data messages and email, including complaint submission and tracking
- ATM locator

Right to Information (RTI)

As per RTI every citizen has freedom of speech and expression and has the right to know how the government works, what role does it play, what are its functions and so on.

Online Application Process for Right to Information

Fill the form and attach required document at http://rti.india.gov.in/rti_direct_complaint_lodging.php

Click on “Save as Draft/ Submit”, once the form is saved, an unique complaint ID is provided

After submitting the application one can also check the status of application using unique complaint ID on http://rti.india.gov.in/rti_check_request_status.php?cat=compl

Other Important Mobile Applications



Electricity Bill Details
Department: Electricity
Version: Android 2.3-Gingerbread
Downloads: 728

Electricity Bill Details

It is a pull service that provides details of electricity consumer bill such as due amount and due date on specifying consumer number.

Vikaspedia

- Vikaspedia portal is a multilingual knowledge repository dedicated for providing information/knowledge and ICT based knowledge products and services in the domain of social development.
- Vikaspedia browser app allows the users to have easy access to the Vikaspedia portal in the language of their choice (presently five languages) without having to remember the URL.



Vikaspedia Browser
Department:
Version: Android 2.2-Froyo
Downloads: 125



mkisan
Department: Agriculture
Version: Android 3.1-Honeycomb & above

mkisan

This mobile app enables farmers and all other stakeholders to obtain advisories and information being sent by experts and government officials at different levels through *mkisan* portal without registering on the portal.

The trainer may refer to Day 4: Session 3 for details of the topics covered, related activities and annexures in the training module.



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