NDLM FAQS

1) What is NDLM/DISHA?

Making one person in every family digitally literate is one of the integral components of the Prime Minister's vision of "Digital India". The Digital Saksharta Abhiyan (DISHA) or National Digital Literacy Mission (NDLM) Scheme has been formulated under this vision to impart IT training to 52.5 lakh non-IT literate persons in all the States/UTs across the country. This will enable the citizens to actively and effectively participate in the democratic and developmental process and also enhance their livelihood.

Altogether 52.5 lakh persons, including Anganwadi and ASHA workers and authorised ration dealers will be trained under the Scheme in two phases. In the first phase, 10 lakh beneficiaries will be trained under the scheme. Out of this, 6.3 lakh beneficiaries will be trained on Level 1 and 2.7 lakh beneficiaries will be trained on Level 2. Nine lakh beneficiaries will be eligible for training fee support from the government. The rest 100,000 beneficiaries will be trained by the industry and civil society partners. Under Phase II, 42.5 lakh persons will be trained, which also includes Anganwadi and ASHA workers and authorised ration dealers.

2) What is the role of CSC SPV under NDLM?

CSC SPV is the Programme Management Unit (PMU) for monitoring and implementing the Scheme. The PMU has the responsibility to provide the desired support to DeitY and State Agencies in Programme Design, Development and Implementation like development of curriculum, developing an online monitoring mechanism for registration and learning of beneficiaries, conducting workshops, events, and so on.

The PMU has the following objectives:

- Coordination with various stakeholders both at the State and District level.
- Development of Curriculum Framework/ Courseware.
- Setting up accreditation norms for training centres in consultation with accrediting agencies like NIELIT, etc.
- Put in place an online monitoring mechanism for registration, monitoring and training of beneficiaries.

- Examination and certification norms in consultation with NIELIT, IGNOU, Industry, etc.
- Conducting workshops/ seminars and other awareness campaigns for various stakeholders to create awareness about the Scheme.
- Overall coordination, implementation and management of entire scheme. Ensuring that all the deliverables are completed within the allotted timeframe and budget.

3) What training is provided under NDLM?

Two levels of training are provided under the Scheme:

Appreciation of Digital Literacy (Level 1) aims to make a person IT literate, so that he/ she can operate digital devices, like mobile phones, tablets, etc., send and receive emails and search Internet for information, etc.

Basics of Digital Literacy (Level 2) is aimed at providing a higher level of IT literacy to citizens. Here, the citizens would be trained to effectively access various e-Governance services being offered by the Government and other agencies.

4) What is the eligibility criteria for NDLM?

Level 1: Non-IT literate and illiterate or up to 7th standard pass
Level 2: Non-IT literate and at least 8th standard pass

Age : 14 to 60 years

5) What is the course duration under NDLM?

Level 1: 20 Hours (Minimum 10 Days and Maximum 30 Days)
Level 2: 40 Hours (Minimum 20 Days and Maximum 60 Days)

NDLM e-content is available on YouTube in English, Hindi, Bengali, Oriya and Assamese; while it is being developed in other regional languages like Punjabi, Telugu and Tamil as well.

NDLM Handbook, based on course content, has also been developed in English, Hindi and major regional languages. These are available on the NDLM website.

NDLM/ DISHA App has also been developed and is available for free on Google Play Store. VLEs and beneficiaries can download it for the content.

6) Who are the stakeholders in NDLM?

NGOs, Industry Partners like Nasscom Foundation, NIIT Foundation and Intel, Common Services Centres (CSCs), authorized educational institutions with appropriate infrastructure, NIOS, NIELIT, registered societies, limited companies, and civil society organizations like Digital Empowerment Foundation and IT for Change are the stakeholders under NDLM.

7) How can a Village Level Entrepreneur (VLE) participate in NDLM?

In order to participate in NDLM, a VLE can go to Apna CSC Portal (http://www.apna.csc.gov.in/). Log in to VLE Log-in option. Enter the CSC ID and password and then service password. Once the dashboard opens, click on VLE services. Under Education, click on NDLM link. A page opens where details like the training centre name, phone number and password needs to be filled in. VLE's NDLM centre is created and he/she is directed to NDLM page.

8) What infrastructure is required for running NDLM centre?

Infrastructure for running NDLM centre:

- 3 – 5 computers with webcam
- Biometric finger print scanner or Iris scanner
- Internet connectivity
- Power backup

9) What documents are required during registration of candidates?

Documents required during registration include:

For General Candidates
- Aadhar card mandatory at the time of registration
- Caste certificate mandatory for reserved category – SC/ST
- BPL Card for BPL families

For Anganwadi, ASHA workers and Ration Dealers

- Aadhar card mandatory at the time of registration.
- Official ID mandatory.

10) Who is a Training Partner? How can an organization become a Training Partner under NDLM?

The delivery of NDLM training is done through public-private partnerships (PPP) with various agencies, known as Training Partners. A training partner is responsible for appointing the training centres, ensuring that the training centres adhere to NDLM requirements, and monitoring the overall working of the centres.

NIELIT Centres, NGOs involved in IT literacy, Rural Self- Employment Training Institutes, Industry Partners, Companies with CSR provisions, etc can become Training Partners under NDLM.

Eligibility for becoming a Training Partner

1. A training partner must be an organization registered in India, conducting business in the domain of education/ IT literacy for more than three years and having Permanent Income Tax Account Number (PAN) and audited accounts of statements for at least last three years.
2. The institution/ organisation should be registered under any act of law in India.
3. The partner must have clearly defined objectives, well-documented processes and procedures covering the entire range of education /IT literacy training.

So far, more than 1700 Training Partners have been identified by the States/UTs under NDLM.

11) How much training fee does a VLE/Training Partner get under NDLM?

For each SC/ ST/ BPL candidate who clears the examination, VLE/ Training Partner will get Rs. 500.
For each Anganwadi, ASHA workers and Authorised Ration Dealers clearing the examination, VLE/ Training Partner will get Rs. 500.
For General and OBCs candidates, VLE/ Training Partner will get Rs. 375 each.

12) Who is an Exam Superintendent?

An Exam Superintendent (ES) is a person who shall act as an invigilator during the exam. He must have an Aadhar card number and basic technical degree/diploma (BCC/CCC or equivalent). He can be a school teacher, Government functionary, and Panchayat representative.

He must be present during the entire duration of the examination. There can be more than one ES at every training centre. The ES is authorized to verify the candidates at the time of examination and in case of any malpractice dueing examination, including impersonation of candidates, ES is held responsible and CSC-SPV will take necessary action against that centre.

13) How is the payment made to Training Centres under NDLM?

For payments, VLE/ Training Centre has to generate the invoice from his/her dashboard, download it and mail the hard copy to the NDLM team. The invoice for the candidate is then tallied with the result of the NIELIT to ascertain whether the candidate has actually passed the exam or not. If the training centre is a CSC, payment is made directly to their bank accounts. If the training centre works under a Training Partner, payment is sent to the Training partner and they will allocate the funds to their respective training centres.

14) What is the benefit of NDLM to candidates?

NDLM provides basic training to candidates on how to use computers, tablets and mobile phones. The candidates are also taught about using various programmes on computers, like MS Word, Excel, Paint tool, etc; how to communicate using Internet tools like Facebook, Twitter, Skype; and application of Internet to make bill payments, book bus and train tickets, etc. This training is free of cost for citizens. After successful completion of examination, candidates get certification from Government recognised agencies such as NIELT and NIOS. This training equips citizens to gain computer skills and use them in their day-to-day activities and enable them to participate in democratic processes of the country.

15) Is NDLM a pan-India project ?

As per the scheme guidelines, the NDLM is implemented across India. The states are divided into 3 categories: A,B and C, according to the population of the State.

Under category A, 3,10,000 students are to be trained.

States covered are: Uttar Pradesh, Maharashtra, Bihar, West Bengal, Andhra Pradesh (including Telangana), Madhya Pradesh, Tamil Nadu, Rajasthan, Karnataka, Gujarat

Category B, 1,10,000 students are to be trained.
States covered are: Odisha, Kerala, Jharkhand, Assam, Punjab, Chhattisgarh, Haryana, Jammu & Kashmir, Uttarakhand, NCT of Delhi

Category C, 36,666 participants are to be trained.
States covered are: Himachal Pradesh, Tripura, Meghalaya, Manipur, Nagaland, Goa, Arunachal Pradesh, Mizoram, Sikkim, Puducherry, Chandigarh, Andaman & Nicobar, Dadar & Nagar Haveli, Daman & Diu, Lakshadweep

16) What is the basic criteria for enrolling a candidate?

The beneficiary must have Aadhar Number to get himself/herself enrolled under the project. Aadhar is a 12 digit unique number provided to each individual residing in India. In order to avoid any duplicity in the scheme, Aadhar number has been introduced. At any point of time if anyone from the PMU team wants to track the details of the participants they could do so from this unique number.

17) Which are the three certifying agencies under NDLM?

National Institute of Electronics and Information Technology (NIELIT), National Institute of Open Schooling (NIOS) and ICT Academy of Tamil Nadu are the three certifying agencies of NDLM.
NIELIT is an autonomous scientific society under the administrative control of DeitY. It was set up to carry out Human Resource Development and related activities in the area of Information, Electronics & Communications Technology (IECT). It is also one of the National Examination Body, which accredits institutes/organizations for conducting courses in IT in the non-formal sector.

NIOS is an "Open School" which caters to the needs of a heterogeneous group of learners up to pre-degree level.

ICT Academy of Tamil Nadu (ICTACT) is an initiative of Government of India, Government of Tamil Nadu and Industry, focusing on improvement of quality of students passing out of

institutions in Tamil Nadu, to make them industry ready and immediately employable in the ICT industry, comprising ICT services and manufacturing sectors.

18) If a candidate fails in the examination, is there a provision for re-examination under NDLM?

Under the scheme a candidate who has once appeared in the examination cannot appear again. The basic system on which NDLM examination has been framed is on the basis of Aadhar Card. In another word, Aadhar card is the unique key for the database. Hence, the system cannot read duplicate entries. Once an Aadhaar number has been registered in the database, it will not allow the duplicate value. Therefore, even if the candidate fails, he/she cannot appear again under the NDLM examination.

19) How many members from one household can participate in the training?

From one household, only one member is eligible for NDLM training and examination. Also, households which have one digitally literate member are not eligible under this scheme.

20) What is the role of State Implementing Agencies?

State Implementing Agency is identified by each of the State/UT government to liaise with CSC SPV and ensure that NDLM scheme targets are achieved in a time bound manner. The SIAs role would be:

- To sign an MoU with CSC SPV and be the single point of contact on behalf of the State government/UT regarding the implementation of the Scheme.
- To identify the Block(s) in consultation with CSC SPV, where NDLM would be implemented.
- To facilitate sharing of resources already available with States/UTs with CSC SPV.
- To liaise, interact and coordinate with various agencies for conduct of survey to identify and select the beneficiaries.
- To liaise, interact and coordinate with the various government agencies / stakeholders for formation of various State/District/Panchayat level committees for monitoring of the scheme
- To select, liaise and coordinate with various training agencies (in consultation with CSC SPV) for actual implementation of the scheme in Blocks.
- To mobilize beneficiaries to NDLM Training Centers.

21) What branding collaterals are available for NDLM

CSC SPV has created IEC materials like Banner, Pamphlet and Brochure for effective branding of NDLM scheme among various internal and external stakeholders. The links for these IEC materials are available on NDLM website at http://www.ndlm.in/iec-material.html

VLEs, Training Centres and CSC representatives can download these links and use it as per their need.

22) Can someone apply directly for training under NDLM?

General candidates can also directly apply and get certification under NDLM. The candidate has to log-in to the NDLM site and carry out Aadhaar authentication, following which he/she can directly sit for the exam and get certified. No training is provided to such candidates in this case.