

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

## NAME OF CATEGORY- 'SPECIFIC SECTORAL AWARD for 2014-15: SKILL DEVELOPMENT AND EMPLOYABILITY'

### 1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

All 14 districts of Kerala State (more than two locations in each district)

(ii) Number of delivery centres

35

(iii) Geographical

(a) National level – Number of State covered

1

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

14

(c) District level- Number of Blocks covered

25

Please give specific details:-

- Out of 77 ITIs, we have implemented the scheme in 34 ITIs. It covers all 14 districts in Kerala. (25 Blocks, 2 Corporations and 4 Municipalities were covered.)

(iv) Demographic spread (percentage of population covered)

- About 23000 trainees are trained in these ITIs. The scheme covers all the trainees of 34 ITIs where the scheme is implemented.

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

- Lack of Infrastructure and Connectivity
- Scarcity of experienced Master Trainers
- Lack of trained faculty in the new trades
- Unavailability of quality content & uniform teaching aids

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- 3. Scope of Services / Activities Covered** (Level of education services possible, Processes covered, application used, Number/Type of Services, Extent of e-enablement in terms of number of services computerized, Extent to which steps in each service have been ICT– enabled#)

- Skills and Knowledge are the driving forces of economic growth and social development. The need of the hour is to narrow the gap between industry demand for skilled labour with requisite quality and quantum of qualified personnel. As such, Virtual Class Room was implemented in 34 ITIs, trained and expert Instructors from elsewhere in the country are able to take classes. Students are benefitting from this experience and expertise.
- An approximate of 250000 student hours of training and teaching have been conducted using this platform till date.
- The newly introduced subject “Employability skill” was taught with this platform. There was a high percentage of success. The department also used this platform for conducting video conference with the participation of officials of the sub offices.

4. Strategy Adopted

- (i) The details of base line study done,

- (ii) Problems identified,

- Lack of Infrastructure and Connectivity
- Scarcity of experienced Master Trainers
- Lack of trained faculty in the new trades
- Unavailability of quality content & uniform teaching aids.

- (iii) Roll out/implementation model,

- (iv) Communication and dissemination strategy and approach used

5. **Technology Platform used-**

- (i) Description,

- Using Information Technology to alleviate the challenges
- Enable “best-in-class” training by using experienced in-house and industry faculty available – regardless of their location
- Develop or Procure and deploy “best-in-class” content to enhance student learning
- Technology deployed should be “easy-to-use”, “always available”, flexible, modular, cost-effective and scalable

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- Technology as a “Force – Multiplier” to achieve Department Objectives in the shortest possible time in a cost-effective manner
- Identified & deployed a unique technology, developed specifically for Developing Countries by Cisco Systems
- Routing, Computing, Projection, Amplification, Video and Audio
- Secure collaborative, cloud-based video interaction solution
- Easy to deploy, use & manage even in rural locations wherever connectivity is available
- Easy to install, One-stop solution
- Delivers high-quality electronic classroom experience for skill development
- Provides vast rural populations with access to expert Master Trainers

### (ii) Interoperability

- The technology platform support open learning and is based on IP standards. Hence it is interoperable with other systems. Any type of content – even vernacular-can be used on this platform.

### (iii) Security concerns

- This technology platform uses latest authentication and security technologies. Hence, only users having the required credentials can participate in the session.

### (iv) Any issue with the technology used

- No issues

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

- Entered in service level agreements with M/s KELTRON to ensure uninterrupted training, which includes the all the location maintenance, recoding of classes conducted through virtual class rooms for further use.

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

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

- No fee is for using this facility

### (ii) Feedback/grievance redressed mechanism,

Created an email based platform to collect feedback and grievances

### (iii) Audit Trails,

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(iv) Interactive platform for service delivery,

(v) Stakeholder consultation

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

(i) Volume of transactions processed,

2,50,000 Students hours of training  
10 full day video conferencing in last two years

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions,

(iv) Accuracy of output,

(v) Number of delays in service delivery

8. **Ease of transaction** (Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable) etc. #)

- In house Training – Teachers remote location and student classrooms are connected. The remote teacher and the students, log on at the pre-appointed time and several classrooms can simultaneously connect to the session at a specified time. Local instructor acts as a facilitator.

9. **Innovation** (Give details on Extent to which the initiative/ project is unique in purpose/goal, compared to other common e-Governance projects in the Health Care, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

- We can extent use this facility for implementing Telemedicine Projects (*Telemedicine is the use of telecommunication and information technologies in order to provide clinical health care at a distance. It helps eliminate distance barriers and*

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*can improve access to medical services that would often not be consistently available in distant rural communities. It is also used to save lives in critical care and emergency situations.)*

10. **Appropriateness of context and degree of localization** (Give details about degree of localization i.e. local language interface, database support etc. Relevance of content, etc. #)

11. **Accessibility** (Give details about how following has been enhanced with automation: 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 etc.#)

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

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

(ii) Completeness of information provided to the users,

(iii) Accessibility (Time Window),

(iv) Distance required to travel to Access Points

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

(vi) status tracking

13. **Scalability** (Give details about sufficiency of back end support framework – institutional support, technology support e.g. availability of bandwidth, means adopted for disaster recovery (backup of data/ backup server); etc. #)

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- Easley scalable
- Easy to deploy, use & manage even in rural locations wherever connectivity is available
- Easy to install, One-stop solution

14. **Sustainability** (Give details about relevance; building; Cost effectiveness, Financial viability of initiative etc. #)

- In addition to the training, state level meeting will also be conducted through this system. This helps the department to save time and expenses be incurred in this connection. This solution capable of recording all training programmes and meetings.

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):

- G2G and G2C

16. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure explicability

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

(iv) Risk Analysis

17. **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**

- Improved All India Trade Test result percentage.
- Effective use of Master Trainers.
- Can ensure uniform training throughout the state.
- Employability skills, new compulsory subject introduced by NCVT was taught by outsourcing remote expert faculties from Pune

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- Experience and expertise of our faculties were improved by observing the remote expert training classes
- 100% pass percentage was observed in the 'employability skills' subject
- Technology and expertise are shared between the Institutes
- Facilitated advance knowledge sharing on 'out of syllabus' topics
- Facilitated expertise teaching of various specialized subjects from volunteers of different corporate organizations
- Effectively used different teaching aids such as 3D teaching aid, interactive smart board by integrating with the system
- Conducted video conference with officials.

*{As compared to the conventional type of centralized conferences video conferences are more effective and economical.*

*For a conventional conference we required two man days for journey to the head quarter and traveling expenses. By conducting video conference we able to avoid these over heads, more over that more than one official can participate from each location.*

*Each conventional (centralized) conference costs around five lakhs Rupees. By implementing this project we able to avoid expenses towards conferences.}*

### **(ii) To citizen**

- Quality training to the trainees of Industrial Training Institutes

### **(iii) Other stakeholders**

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

19. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

# This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.