

QUE: WHAT IS DIGITAL LITRACY COURSE (DLC)?

Ans: Computer literacy in the current scenario is one of the most important skills in today's competitive environment. IT skills have become an essential tool for working professionals. Imparting basic IT skills to candidates is essential in academia, in the workforce, and in everyday activities. In order to promote IT literacy and make every individual in the country an e-literate; as NIELIT has been mandated by MeitY for Capacity Building, Digital Literacy Courses are designed and offered by NIELIT.

QUE: WHAT ARE THE COURSES offered UNDER DLC?

Ans: DLC is a bundle of course under Digital Literacy program which includes 5 courses viz. ACC, BCC, CCC, CCC+ and ECC.

QUE: What is the Course detail and Eligibility criteria for ACC Course?

Ans: The Course details and Eligibility criteria for ACC Course as under:

By undergoing the Awareness in Computer Concepts (ACC), one should be able to acquire basic knowledge on computer & its usage by understanding the following skills:

- How to operate the elements of a computer
- Perform operations on the computer
- Access the Internet and finding information of interest
- Register for a web-based e-mail account and use it
- Make bill payments, transfer money and use other application using Internet
- Create, edit and format documents using a word processor

Eligibility: No minimum qualification is required for applying and appearing for the examination in Awareness in Computer Concepts (ACC).

QUE: What is the Course detail and Eligibility criteria for BCC Course?

Ans: The Course details and Eligibility criteria for BCC Course as under:

In step with effort to achieve the objective of achieving computer literacy in an inclusive manner, NIELIT has launched a new programme, "Basic Computer Course (BCC)". The objective of the course is to impart basic level computer appreciation programme with more emphasis on hands on training. The Course is designed for VIIIth Standard pass candidates. Initially, the course was conceived as to boost the concept of introducing a course on computer fundamentals, especially for candidates, studying vocational courses at ITIs/ITCs. However, the course has gained popularity amongst many more categories. More details of the course are available at <http://www.nielit.in/bcc.htm>. The BCC was launched in year 2011. The programme can equip a person to use the computers in day-to-day life for professional and personal use. After completing the course the incumbent will be computer literate and will be able to:

- Acquire confidence in using computer techniques available to users;
- Recognize the basic components of computers and terminology;
- Understand data, information and file management;
- Create documents using Word processor, Spreadsheet & Presentation Software ;
- Understand computer networks, Internet ;
- Browse the internet, content search, email and collaborate with peers;
- Use e-governance applications;
- Use computer to improve existing skills and learn new skills.

QUE: What is the Course detail and Eligibility criteria for CCC Course?

Ans: The Course details and Eligibility criteria for CCC Course as under:

The computer literacy programme of NIELIT is an outcome of the recommendation of National Task Force on Information Technology and Software Development. Based on the recommendation, in the year 1999 it launched a programme on computer literacy namely, 'Course on Computer Concepts', now popularly known as CCC. 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.

QUE: What is the Course detail and Eligibility criteria for CCC+ Course?

Ans: The Course details and Eligibility criteria for CCC+ Course as under:

The course is a certificate level course, with an aim to equip the workforce entering into / working in government sector with the vital skill set, that is, necessary to cope up with the ever-changing scenario in IT sphere. The course is designed in such a manner, so that, it not only educate an individual with the basic skill set but also enhances the ability of individual to easily grasp the new changes in the dynamic IT field. The course is aimed at skill development in masses, candidates, employees in professional sector at middle level. The course may also be considered as an ideal course for re-skilling of an individual and technological advancement. After going through the course, an individual is expected to be equipped with not only the office automation skills but also with the understanding of the latest technologies and e-Gov applications.

Eligibility: Class X passed

QUE: What is the Course detail and Eligibility criteria for ECC Course?

Ans: The Course details and Eligibility criteria for ECC Course as under:

The aim of ECC is to assist a prospective entrant into a professional stream with attaining the necessary skills and knowledge needed to complete in today's competitive scenario. The focus of the course is divided amongst the following four dimensions:

- Understanding Computer Hardware. Software and its maintenance
- Office Automation – Disposal of daily routine jobs using Office Automation Tools
- Exploring the wide world of Internet, and latest technologies in Online services and e-Gov applications
- Personality development with communication skills

The course emphasizes on skill development and latest advancements in the technological world that will help an individual to build up and upgrade skills thereby closing the technological gaps.

Eligibility: Class XII passed

QUE: What is the difference between Digital Literacy Courses and BCC, CCC?

Ans: To meet the need of computer literacy in different sectors NIELIT has introduced some new courses i.e. ACC, CCC+ and ECC. The course duration varies from 20 hrs to 200 hrs. It is meant for a layman to gain knowledge in computers to handle his day-to-day activities independently and effectively. These courses are designed in such a way that one can upgrade his skill from one level to the other level in a ladder pattern.

QUE: Who can apply for DLC (Digital Literacy Courses)?

Or

What types of institutes are eligible for grant of status of Facilitation Centre?

Ans: The following categories of institutions are granted status of Facilitation Centre to conduct the Digital Literacy Courses on self certification basis:

- i. **Accredited institute for Software/ Hardware O/A/B/C level Courses:** These are institutions having valid accreditation for any of the O, A, B or C Level Software/ Hardware Course(s).
- ii. **Government recognized Schools/ Colleges/ Academic Institutes:** These are the Institutions/organisations, where the Central Govt. or the State Government ensures availability of the required infrastructure including faculty such as CICs in North East and J&K, Schools/Colleges/ Institutions/ Organisations affiliated to any Board/ University / Statutory Body of the State or Central government etc.
- iii. **NCPUL Centres:** NCPUL centres.
- iv. **Private Institutions:**
Following type of institute falls under this category:
 - i. Registered NGOs / Societies.
 - ii. Registered charitable trusts.
 - iii. Private training institutes registered under relevant statute and
 - iv. Registered welfare associations
 - v. Pvt. Firms, Pvt. Ltd company registered under company act 1956
 - vi. Individuals under Proprietorship/ Shop Act etc.
 - vii. Certificate from Bank w.r.t. A/C etc.
- v. **CSC Centres:** Centres/Institutes affiliated with CSC-SPV as Village Level Entrepreneur (VLE) falls under this category.
- vi. **ITIs/ITCs (for the BCC course only):** The ITIs/ITCs approved by DGE&T are directed to provide training on BCC by the Ministry of Labour. Such institutes / centres are exempted to pay the processing fees for conducting BCC course.

QUE: what are the eligibility standards for grant of status of Facilitation Centre?

Or

What are the requirements for grant of permission for Digital Literacy Courses?

Or

Eligibility criteria for grant of permission for Digital Literacy Courses?

Ans: Below given are the eligibility criteria for different categories of organizations:

Premises:

Must have own premises, if hired, should be for a minimum period of 11 months, with a reasonable assurance of continuity. It should have a minimum carpet area of 30 Square Meters with at least one class room to seat 25 candidates, one computer laboratory with at least 05 PCs for hands on training, a library, reception area and proper washroom facilities. This should vary upwards depending on the number of candidates.

Faculty:

Two Faculty members (1 Fulltime and other Full/Part-time faculty) with the below given educational qualification and experience are required:

<u>Qualification</u>	<u>Experience</u>	<u>Full Time</u>	<u>Part time</u>
MCA / M.Sc (Computer Science) / BE / B.Tech / NIELIT O/A/B/C Qualifier / BCA / B.Sc (Computer Science) / PGDCA / Graduate in any Stream plus Diploma in Computers of at least six months duration.	Minimum 6 months	01	01

Infrastructure:

Following infrastructure is the minimum requirement:

Sl. No.	Description	Minimum requirement
1	No. of class room(s)	1
2	Total Seating capacity of class room(s)	25
3	No. of computer lab	1
4	Library	1
5	No. of computer(s)	5

Software:

Sl. No.	Description	Minimum Requirement
1	Operating system	As required to conduct ECC course (Please refer the syllabus of ECC.) Open-source software are allowed.
2	Office	
3	Web browser	
4	Antivirus	
5	Internet Connectivity	
6	Other teaching aids	Overhead/ Data Projector, TV with DVD player etc.

QUE: What are the documents to be uploaded for grant of status of Facilitation Centre?

Ans: Once the online portal is fully loaded with features, supporting Documents will be uploaded during filing up the online application. All categories of institute will upload supporting document pertaining to the Legal status of the business entity. They will also upload copy of the possession of the premises by uploading either sale-deed or rent/ lease agreement, as applicable. Till then, the institutes will submit hardcopy of the said documents.

In addition, the institute should upload/submit hardcopy of the following document according to its category:

Accredited Institutes for Software/ Hardware courses (O/A/B/C level): Permission letter issued to the institute for the course concerned by NIELIT.

NCPUL Centres: Registration certificate in support of NCPUL

Government recognized Schools/Colleges etc.: Registration certificate in support of government recognition

Private Institutions: Registration certificate in support of institute

CSC/VLE: Certificate in support of CSC/VLE from CSC-SPV

ITIs/ITCs: Registration certificate in support of ITI/ITC from DGE&T

Individual: DIC (SSI certificate), Shop/ Service Tax Act, Coaching Act, Certificate from Bank wrt A/C etc.

QUE: what is the process for applying for getting status of Facilitation Centre?

Ans: Institutions that fulfill the laid out criteria can apply to NIELIT for grant of permission to conduct DLC on self certification basis. For the purpose, for the purpose, such Institutes shall apply online at <http://online.nielit.in> .

Following are the steps to apply online for getting status of DLC Facilitation Centres:

- Go through the instruction at: <http://online.nielit.in> and prepare accordingly with the required details and scanned/hardcopy of the documents and Demand Draft of the exact amount.
- Create a new user account and login to the portal
- Fill up the form
- Go through the Terms and Conditions thoroughly
- Take printouts of the documents following the links provided after filling the form
- Keep a copy of the T&C and note the Unique Reference Number allotted to you
- Send the a) Demand Draft along with the printout of b) Online Covering letter, c) Application Form, d) T & C, e) Affidavit, f) Legal Documents with Resolution w.r.t. Authorised Signatory and documents pertaining to the g) Sale/ Lease/ Rent deed of the premises, h) educational & experience details of the faculties and i) Any other document that you would like to provide in support of your application, in that order.

QUE: Where to send the application?

Ans: The institute needs to send the complete application at:

**Accreditation Section (DLC)
NIELIT, Electronics Niketan,
6 CGO Complex, Lodhi Road
New Delhi - 110 003**

QUE: What is the procedure for applying for more than one institute under one umbrella?

Ans: If any organization (Company, NGO, Trust, Society, Firm etc.) wants to get Facilitation Centre status for more than one of its branches at different locations, such organization are termed as Master organization. They have to apply to NIELIT to get a Unique Master Key. There after they may apply for institutes under them by quoting their UMK. Such institutes are also eligible to get certain discount as per policy.

QUE: What is the validity of the permission granted to institutes?

Ans: Validity of the status of Facilitation Centre granted to institute is for a period of 3 years.

QUE: What is process for renewal of status of facilitation centre granted to institutes after expiry of validity?

Ans: After expiry of the validity, the permission can be renewed, if the institute fulfills the laid out criteria for renewal. The renewal of permission granted to the institute shall be valid for 3 years.

After expiry of the validity, in case the institute did not fulfill the laid out criteria for the renewal, the permission of the institute will be withdrawn. Such institute may submit fresh application for grant of permission after 3 months from the expiry of the date of validity.

QUE: What are the criteria for renewal of permission granted to institutes?

Ans: The renewal process usually initiated before 3 months of the validity of an institution to expire. Eligibility criteria for renewal of permission are tabulated below:

Course	No. of Examinations NIELIT conducts in one year	Minimum number of candidates fielded in one year			Minimum required pass percentage in one year
		Metro cities	State capitals (excluding NE region)	Other cities/towns/districts & NE region	
Digital Literacy Courses	12	120	100	80	50% of the appeared candidate

QUE: What is process for voluntarily withdrawal?

Ans: Institute may apply for voluntary withdrawal of permission at its own discretion. Such institutes are required to submit an application along with an affidavit that they have distributed all the certificates of the Digital Literacy Courses that were sent to the institute for onward disbursement to the candidates. A letter for voluntarily withdrawal of permission will be issued to the institute.

QUE: What is the process to change name and/or address of the institute?

Ans: The institute is required to submit a request along with requisite fees for the same. It may be asked to upload/submit certain document as per requirement accessed by NIELIT during processing of the request. A fee of Rs. 2000/- + Service Tax, will be charged in case of change in case of name or address of the institutes.

Following supporting documents are usually required to be uploaded/submitted for change of institute name or address:

- a) Copy of certificate of registration of the institutes or similar document against the institute name or address
- b) Copy of resolution of Board/ Governing Council or similar ones against the institute name or address

Other changes may be considered as per request and approval of competent authority.

QUE: What is the premises requirement for getting facilitation centre for DLC?

Ans: Premises must be owned or if rented, it must be long term lease or minimum 11 months agreement and there should be washrooms for both male and female and a reception should be maintained. Minimum 30 square meter carpet area required for getting status of facilitation centre.

QUE: What is the Software Requirement?

Ans: Software as required to conduct ECC course (Please refer the syllabus of ECC). However, open-source software are also allowed.

QUE: How many faculties are required and what are the eligibility criteria?

Ans: Two Faculty members (1 Fulltime and one Full/part-time faculty) with the below given educational qualification and experience are required:

<u>Qualification</u>	<u>Experience</u>	<u>Full Time</u>	<u>Part time</u>
MCA / M.Sc (Computer Science) / BE / B.Tech / NIELIT O/A/B/C Qualifier / BCA / B.Sc (Computer Science) / PGDCA / Graduate in any Stream plus Diploma in computers of at least six months duration.	Minimum 6 months	01	01

QUE: What is the fee structure for different activities for DLC?

Ans: The fee structure (non-refundable) for Non-accredited Institute Category is given below:

Sl. No.	Category	Time Period	Amount (in Rs.)*
1	Fresh Application/ New Facilitation Centre for Digital Literacy Courses	For 3 yrs	10,000/-
2	Existing Facilitation Centre (CCC/BCC courses) for ACC, CCC+ and ECC Courses	validity expiring in 1 yr	2,000/-
		validity expiring in 2 yrs	3,000/-
		validity expiring in 3 yrs	4,000/-

3	Renewal of validity: Facilitation Centre for digital literacy courses	Renewal (for 3 yrs)	5,000/-
4.	Change in the structure of the institute (Name/ Premises/ Management)	One time, for each change	2,000/-

QUE: How to pay fee or what is the mode of fee?

Ans: Requisite Fee for the concerned activity to be paid in the shape of Demand Draft favouring "NIELIT", payable at New Delhi..

QUE: Is there any discount policy? What is the eligibility of discount? How much discount?

Ans: If multiple numbers of institutes under the umbrella of a single Society/ Trust/ Training institution are applying for permission for Digital Literacy Courses then there is a provision of concession in the processing fee as under:

Number of institutes under the umbrella of a single Society / Trust /Training institution applying for permission for Digital Literacy Courses	Fee Concession / discount in the processing fee
Upto 100	Nil
101-200	5% of Processing fee
201-300	10% of Processing fee
301-400	15% of Processing fee
401-500	20% of Processing fee
501-600	25% of Processing fee
601-700	30% of Processing fee
701 and above	35% of Processing fee

QUE: What is the helpline number of NIELIT?

Ans: NIELIT has Launched a National Toll Free Helpline No. 1800-11-65-11 for extending help to its Students, institutes or other stake holders. For any query Students may call on this number between 8AM to 6PM. If required, Students/Stakeholders may also write email for any query to concerned section or to contact@nielit.gov.in.

QUE: How to contact NIELIT for DLC courses.

Ans: One can write to ccc.accr@nielit.gov.in for grant of status of facilitation centre related issues. Alternatively one may contact over the phone number: 011-24365594.

QUE: Can I get access to the online course materials?

Ans: One can access the NIELIT online course materials for certain courses, available at http://econtent.nielit.gov.in/lang_select.html. For CCC course in 25 languages please visit: <http://nielit.gov.in/content/e-contents-ccc-courses>.

QUE: In case, the accreditation granted by NIELIT is withdrawn, will the Facilitation Centre Status for the same institute continue?

Ans: In case the status of facilitation centre is based on the accreditation in O/A/B OR C Level, then the facilitation centre status granted to the institute by NIELIT will cease automatically on

withdrawal. It will be the responsibility of the authorized person of the facilitation centre to inform the same to the NIELIT and take appropriate action as per NIELIT norms.

QUE: If accreditation is withdrawn by NIELIT, what will be the fate of existing registered students with the Facilitation Centre?

Ans: In case the status of Facilitation Centre is withdrawn by NIELIT, the institute was asked to submit the list of students already registered with it till that date, along with their fee receipt for consideration in the examination.

QUE: What are the facilities available at the Facilitation Centre (for students) through NIELIT website?

Ans: The following facilities are being provided to the students through Facilitation Centre:

- i. Online Registration/ Admissions
- ii. Online examination application form submission
- iii. Online course materials
- iv. Other Student Services like issue of Identity Card/ Admit Card/ Results sheet / Certificate etc.

QUE: WHAT IS LEGAL STATUS?

Legal status of an institute/ a business entity is the status by virtue of which the institute/ business entity establishes its Type of Institute. It depends on the nature of the business venture, which in turn can determine what government regulations would be applicable to it, like it may be a Society, Trust, Company, Partnership firm, Proprietorship firm, Shop etc.

QUE: Does any ITI/ITC need to pay any fee to conduct BCC course only?

Ans: No, ITC/ITI is exempted from paying the processing fees, for BCC course only.

QUE: What is the name of the Regional Centre and what is its jurisdiction?

Ans: Territorial Jurisdiction of NIELIT Centres with their Phone Number, Email Id's, Address and Jurisdiction is available at: <http://nielit.gov.in/content/course-computer-concepts-ccc>

QUE: After registration as facilitation centre, how can i enroll our student?

Ans: Guidelines to enroll students is available on the <http://student.nielit.in> portal. Please follow the tabs as given below:

Certification/Courses --> Course on Computer Concepts (CCC) --> Step by Step Instruction