

No. N-19011/36/2011
Government of India
Ministry of Panchayati Raj

6th Floor, Hotel Samrat,
Chanakya Puri,
New Delhi-21
Dated: 25th April, 2011

From: D.K.Jain,
Joint Secretary

To: Principal Secretaries/ Secretaries,
Panchayati Raj Department of all States/ UTs except Nagaland, Meghalaya,
Mizoram and Delhi.

Subject: Basic Computer Literacy Course for Panchayat Functionaries

Sir,

Inadequate capacity of Panchayat functionaries is one of the constraints faced in the rollout of e-Panchayat applications. It is, therefore, proposed to take up training of PRI functionaries (officials and Elected Representatives) so that they are able to operate computers, work on e-Panchayat Applications and access information therein.

2. In this context, Ministry of Panchayati Raj (MoPR) has approved contents of course viz. "Basic Computer Course" (BCC) and a scheme wherein PRI functionaries would be trained on BCC. The training will be imparted by DOEACC (a society under Department of Information Technology, Govt of India) through its authorized centres.

3. The course is designed for those PRI functionaries who do not have any experience of even basic computer operations. Detailed course contents are at **Annexure-1**. The total duration of the course is 36 hours which can be covered at the convenience of the trainee. However, it is advised that the course is completed at stretch, over 6 days.

4. After the completion of BCC course, the PRI functionaries should be able to:

1. prepare personnel/ business letters;
2. maintain small account using the computers;
3. view information on internet (the web);
4. send e-mails etc.
5. learn on his/ her own, using the CBT material prepared by MoPR, the use of e panchayat applications.

5. The training would be delivered through Accredited or Authorised centres of DOEACC. The list of such centres is at www.panchayat.gov.in. DOEACC will also consider, authorizing/ accrediting more centres on recommendations of respective State Govt. and upon receipt of application in proforma given at Annexure -II State Panchayati Raj departments should therefore, recommend suitable institutes, colleges, NGOs, BPOs etc in rural areas/ block headquarters, that have the requisite infrastructure and faculty to impart the training. This would improve the outreach of the scheme so that training centres are located close to the workplace of functionaries.

6. The mechanism for implementing the scheme is as follows-

- a) States will identify and list trainees for which the following is suggested:
 - i. As the course is meant for those who do not have basic knowledge and firsthand experience of operating computers, functionaries who are conversant with basic operations on computers should not be included.
 - ii. Candidates should be at least 8th standard pass.
 - iii. Due consideration should be given for proper representation of women.
 - iv. Preference should be given to those functionaries who will have access to computer for practice, both during and post training.
- b) Concurrently, states will identify and recommend additional centres to be authorized by DOEACC. Training will commence with the already accredited centres of DOEACC. Additional centres will be added when identified and authorized.
- c) With the help of DOEACC Regional Offices, States will map identified trainees with existing and newly identified Training Institutes
- d) DOEACC will set up a monitoring portal in which all required information will be uploaded.
- e) States will setup appropriate monitoring mechanism at State and District/ block level. They will also designate a nodal officer at State level who will coordinate and liaise with the Central Team. The e-panchayat consultants appointed in the states will be assigned specific role in monitoring.
- f) Each authorized institute will be paid a total of Rs. 830/- per candidate on successful completion of the BCC training by the candidate. (Rs. 600/- as

infrastructure usage charges and Rs. 230/- as manpower costs inclusive of tuition charges).

g) Trainees will be required to undertake an examination to be conducted by DOEACC at designated examination centres. Successful candidates will be granted certificates.

7. To begin with, it is proposed to train about 25,000 functionaries in the next six months. Based on the feedback of the scheme, a decision on covering all eligible functionaries will be taken. The tentative allocation of number of trainees for the current year is at **Annexure-3**.

8. You are requested to:

- a) Select trainees following guidelines given in para 6(a) above and
- b) Recommend institutes to be considered for authorization and also ask such institutes to apply for authorization in proforma given at Annexure-II

Yours sincerely,


(D. K. Jain)

DETAILED SYLLABUS

1. KNOWING COMPUTER

- 1.0 Introduction
- 1.1 Objectives
- 1.2 What is Computer?
 - 1.2.1 Basic Applications of Computer
- 1.3 Components of Computer System
 - 1.3.1 Central Processing Unit
 - 1.3.2 Keyboard, mouse and VDU
 - 1.3.3 Other Input devices
 - 1.3.4 Other Output devices
 - 1.3.5 Computer Memory
- 1.4 Concept of Hardware and Software
 - 1.4.1 Hardware
 - 1.4.2 Software
 - 1.4.2.1 Application Software
 - 1.4.2.2 Systems software
- 1.5 Concept of computing, data and information
- 1.6 Applications of ICT
 - 1.6.1 e-governance
 - 1.6.2 Entertainment
- 1.7 Bringing computer to life
 - 1.7.1 Connecting keyboard, mouse, monitor and printer to CPU
 - 1.7.2 Checking power supply
- 1.8 Summary
- 1.9 Model Answers

2. OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM

- 2.0 Introduction
- 2.1 Objectives
- 2.2 Basics of Operating System
 - 2.2.1 Operating system
 - 2.2.2 Basics of popular operating system (LINUX, WINDOWS)
- 2.3 The User Interface
 - 2.3.1 Task Bar
 - 2.3.2 Icons
 - 2.3.3 Menu
 - 2.3.4 Running an Application
- 2.4 Operating System Simple Setting

- 2.4.1 Changing System Date And Time
- 2.4.2 Changing Display Properties
- 2.4.3 To Add Or Remove A Windows Component
- 2.4.4 Changing Mouse Properties
- 2.4.5 Adding and removing Printers
- 2.5 File and Directory Management
 - 2.5.1 Creating and renaming of files and directories
- 2.6 Common utilities
- 2.7 Summary
- 2.8 Model Answers

3. UNDERSTANDING WORD PROCESSING

- 3.0 Introduction
- 3.1 Objectives
- 3.2 Word Processing Basics
 - 3.2.1 Opening Word Processing Package
 - 3.2.2 Menu Bar
 - 3.2.3 Using The Help
 - 3.2.4 Using The Icons Below Menu Bar
- 3.3 Opening and closing Documents
 - 3.3.1 Opening Documents
 - 3.3.2 Save and Save as
 - 3.3.3 Page Setup
 - 3.3.4 Print Preview
 - 3.3.5 Printing of Documents
- 3.4 Text Creation and manipulation
 - 3.4.1 Document Creation
 - 3.4.2 Editing Text
 - 3.4.3 Text Selection
 - 3.4.4 Cut, Copy and Paste
 - 3.4.5 Spell check
 - 3.4.6 Thesaurus
- 3.5 Formatting the Text
 - 3.5.1 Font and Size selection
 - 3.5.2 Alignment of Text
 - 3.5.3 Paragraph Indenting
 - 3.5.4 Bullets and Numbering
 - 3.5.5 Changing case
- 3.6 Table Manipulation
 - 3.6.1 Draw Table
 - 3.6.2 Changing cell width and height
 - 3.6.3 Alignment of Text in cell
 - 3.6.4 Delete / Insertion of row and column
 - 3.6.5 Border and shading
- 3.7 Summary

3.8 Model Answers

4. USING SPREAD SHEET

- 4.0 Introduction
- 4.1 Objectives
- 4.2 Elements of Electronic Spread Sheet
 - 4.2.1 Opening of Spread Sheet
 - 4.2.2 Addressing of Cells
 - 4.2.3 Printing of Spread Sheet
 - 4.2.4 Saving Workbooks
- 4.3 Manipulation of Cells
 - 4.3.1 Entering Text, Numbers and Dates
 - 4.3.2 Creating Text, Number and Date Series
 - 4.3.3 Editing Worksheet Data
 - 4.3.4 Inserting and Deleting Rows, Column
 - 4.3.5 Changing Cell Height and Width
- 4.4 Formulas and Function
 - 4.4.1 Using Formulas
 - 4.4.2 Function
- 4.5 Summary
- 4.6 Model Answers

5. COMMUNICATION USING THE INTERNET

- 5.0 Introduction
- 5.1 Objectives
- 5.2 Basic of Computer Networks
 - 5.2.1 Local Area Network (LAN)
 - 5.2.2 Wide Area Network (WAN)
- 5.3 Internet
 - 5.3.1 Concept of Internet

- 5.3.2 Applications of Internet
- 5.3.3 Connecting to the Internet
- 5.3.4 Troubleshooting
- 5.4 Summary
- 5.5 Model answers

6. WWW AND WEB BROWSER

- 6.0 Introduction
- 6.1 Objectives
- 6.2 World Wide Web (WWW)
- 6.3 Web Browsing Softwares
 - 6.3.1 Popular Web Browsing Softwares
- 6.4 Search Engines
 - 6.4.1 Popular Search Engines / Search for content
 - 6.4.2 Accessing Web Browser
 - 6.4.3 Using Favorites Folder
 - 6.4.4 Downloading Web Pages
 - 6.4.5 Printing Web Pages
- 6.5 Understanding URL
- 6.6 Surfing the web
 - 6.6.1 Using e-governance website
- 6.7 Summary
- 6.8 Model Answers

7. COMMUNICATIONS AND COLLABORATION

- 7.0 Introduction
- 7.1 Objectives
- 7.2 Basics of E-mail
 - 7.2.1 What is an Electronic Mail
 - 7.2.2 Email Addressing
- 7.3 Using E-mails
 - 7.3.1 Opening Email account
 - 7.3.2 Mailbox: Inbox and Outbox
 - 7.3.3 Creating and Sending a new E-mail
 - 7.3.4 Replying to an E-mail message
 - 7.3.5 Forwarding an E-mail message
 - 7.3.6 Sorting and Searching emails
- 7.4 Document collaboration
- 7.5 Instant Messaging and Collaboration
 - 7.5.1 Using Instant messaging
 - 7.5.2 Instant messaging providers
 - 7.5.3 Netiquettes

- 7.6 Summary
- 7.7 Model Answers

8. MAKING SMALL PRESENTATIONS

- 8.0 Introduction
- 8.1 Objectives
- 8.2 Basics
 - 8.2.1 Using PowerPoint
 - 8.2.2 Opening A PowerPoint Presentation
 - 8.2.3 Saving A Presentation
- 8.3 Creation of Presentation
 - 8.3.1 Creating a Presentation Using a Template
 - 8.3.2 Creating a Blank Presentation
 - 8.3.3 Entering and Editing Text
 - 8.3.4 Inserting And Deleting Slides in a Presentation
- 8.4 Preparation of Slides
 - 8.4.1 Inserting Word Table or An Excel Worksheet
 - 8.4.2 Adding Clip Art Pictures
 - 8.4.3 Inserting Other Objects
 - 8.4.4 Resizing and Scaling an Object
- 8.5 Presentation of Slides
 - 8.5.1 Viewing A Presentation
 - 8.5.2 Choosing a Set Up for Presentation
 - 8.5.3 Printing Slides And Handouts
- 8.6 Slide Show
 - 8.6.1 Running a Slide Show

8.6.2 Transition and Slide Timings

8.6.3 Automating a Slide Show

8.7 Summary

8.8 Model Answers

Duration: Theory: 10 hrs + Practical: 22 hrs. + Tutorial: 04 hrs. This course can be offered as 06 days full time intensive course.

Syllabus Outline

	Theory	Tutorials	Practical
1. Knowing computer	1	1	1
2 Operating Computer using GUI Based Operating System	2	0	4
3. Understanding Word Processing	2	1	6
4. Using Spread Sheet	1	1	4
5. Communicating using the Internet	1	0	2
6. WWW and web browsers	1	0	2
7. Communications And Collaboration	1	0	2
8. Making small presentation	1	1	1
Grand Total	10	4	22

10. **Software availability**

Software Availability at the center (Please indicate the relevant software pertaining to the CCC course only)		Printer / Power backup Facility
Software	Version	
Operating System	DOS	
	WINDOWS	
MS OFFICE		
WEB BROWSER	Internet Explorer	
	Netscape Communicator	
Other (s) (Please Specify)		

11. **Faculty Details: No. of Faculty deployed: _____** Please furnish details as per following statement.
(Kindly attach separate sheet if the space provided in the table is found inadequate)

Name of the Faculty	Academic Qualification(s)		Professional Qualification(s)		
	Examination Passed & year of passing	Name of the Board / University / Institution	Examination Passed & year of passing	Name of the Board / University / Institution	Duration of the Course (in months)

12. **Indicate the number of PC's that you may spare, for the the conduct of the On Line Examination with in your premises:**

13. **Indicate the details of Internet connectivity available with your Institution:**

- 13.1 Name of ISP :
 13.2 Bandwidth :
 13.3 Type of Connectivity :
 (leased line, RF Link, VSat, ADSL etc.)
 13.4 Whether static or dynamic IP :

DECLARATION:

- (i) I, _____ son/daughter/wife of _____ have read and understood the GUIDELINES / INSTRUCTIONS OF CONDUCT OF "CCC" COURSE and agree to abide by the same.
- (ii) I certify that I am the competent authority, by virtue of the administrative and financial powers vested in me by _____ to furnish the above information and to undertake the above stated commitment on behalf of the organisation referred to in col.1 above.
- (iii) I am aware that in case any information given by me is found false or misleading, my organisation would be debarred from the conduction of CCC course besides being subjected to any other action that may be deemed fit by DOEACC Society
- (iv) The details furnished with regard to faculty and infrastructure are correct to the best of my knowledge and belief and we will ensure availability of these facilities on a continued basis till we continue to offer candidates to DOEACC - CCC Exams.
- (v) I agree to abide by the decisions of the DOEACC Society or its designated agencies in respect of my application for permission to offer candidates for CCC examination conducted by DOEACC.

Signature of Witness :
 Name :
 Designation :
 Date :
 Address :
 Seal of the organisation, if any

Signature of Authorised Signatory:
 Name :
 Designation :
 Date :
 Address :
 Seal of the organisation, if any

RULES OF CONDUCT OF "CCC" COURSE

Rule No. I Conducting of CCC course

1. Provisional permission to conduct CCC course will be granted at the first instance. A unique number is issued to such institutes. This number is known as "E-Provisional Number".
2. To conduct CCC course, the "applicant institute" must be DOEACC O/A/B/C level accredited institute, government recognized school or college.
3. Permission is given to the CCC course for a particular training address. For any change of address, whether permanently or temporarily, approval from DOEACC Society is required.
4. It is the responsibility of the "Applicant Institute" to complete the CCC application proforma fully and accurately and submit to the DOEACC Society. DOEACC Society reserves the right at its sole discretion, to accept or reject any Application, without having to provide justification for acceptance or rejection.
5. There is no fee charged by DOEACC Society from the institute for permission to conduct CCC course.
6. A letter of provisional permission will be issued to the institute allotting the E-Provisional number to serve the documentary proof of the same.
7. An institute is permitted to conduct CCC course when its application is accepted by DOEACC Society and remain permitted to conduct CCC course if it holds a valid accreditation of any or all of DOEACC Society O/A/B/C levels (applicable to Accredited Institutes). In case government recognized school or college, the permission shall be valid for one year from the date of issue of the letter of E-provisional no. The permission can be renewed on receipt of the application in the prescribed format annually (Annexure VII). No fee is payable to DOEACC Society for granting and renewal of such permission. Permission continues subject to renewal every year from the date of allotment of E-Provisional number until resignation by the institute or other termination of the institute. Yearly renewal is based on annual report submitted by the institute to the DOEACC Society and other measures, DOEACC Society reserves the right at its sole discretion, to permit or reject any renewal or rejection.
8. The permitted institute is required to provide PCs with required Hardware and Software, power backup, space, support, manpower, faculties and other amenities at no cost to the candidates and external examiner or any other person(s) appointed by DOEACC Society in order to conduct online examination of CCC course, if required.

Rule No. II Institute Conduct

1. Institutes must comply with all local, state and national laws and regulations that apply to their institute and shall not engage in any business practice or activity that could discredit or damage the image or reputation of DOEACC Society.
2. All presentation of DOEACC Society information must be complete and truthful, including but not limited to, instructions for filling of application forms, rules of passing CCC examination, rules for reappearing in examination.
3. This is the responsibility of the institute to get the latest information from DOEACC Society.
4. No institute shall knowingly submit false or misleading information to the DOEACC Society and to the candidates.
5. No institute shall do anything detrimental to the reputation and image of the DOEACC Society, its courses, its logo and / or its name.
6. DOEACC Society shall have no liability to any institute in respect of any cost, loss, damage, claims, demands, prosecutions, fines, penalties and/or organisation.
7. Institutes must comply with all DOEACC Society rules of conduct, policies and other rules and regulations and any amendments or additions together with any procedures, recommendations, guidelines or instructions, which may be issued from time to time by DOEACC Society.
8. Whenever there is any violation of the DOEACC Society rules of conduct or any other rules and regulations and/or an procedures or directions issued by DOEACC Society, DOEACC Society may in its sole discretion take whatever actions or measures it deems necessary and appropriate, including but not limited to, suspension of the permission to conduct CCC course, monetary fines or deletion or termination of the permission to conduct CCC course and/or termination of accreditation for any or all O/A/B/C levels.
9. Any change in the telephone number(s), fax number(s), e-mail address of the institute must be informed to DOEACC Society immediately.
10. Approval is required from DOEACC Society to change the address of the institute.

Other Information

1. The FAQ (Annexure VI) contains Frequently Asked Questions about CCC along with their answers. If you have any other question not mentioned in the FAQ you must forward it to the **OIC(CCC)**, in writing.
2. For general inquiry please contact the reception of DOEACC Society. Candidates are required to route all the correspondence regarding the 'CCC' course / examination through their respective institutes including form submission. For enquiry related to accreditation of your institute please contact **HOW (Accreditation)**.
3. For further information about CCC examination write to **OIC(CCC), DOEACC Society** or send mail to ccc@doeacc.edu.in. You can check our web site <http://www.doeacc.edu.in> for up to date information on our programs.
4. All disputes are subject to Delhi jurisdiction.

Allocation of trainees to each state:

Annexure-3

SI No.	State or Union Territory	Number of functionaries to be trained	SI No.	State or Union Territory	Number of functionaries to be trained
1	Andhra Pradesh	2000	22	Tripura	500
2	Arunachal Pradesh	200	23	Uttar Pradesh	3000
3	Assam	220	24	Uttarakhand	800
4	Bihar	800	25	West Bengal	300
5	Chhattisgarh	900	26	A & N Islands	20
6	Goa	20	27	Chandigarh	24
7	Gujarat	1000	28	D & N Haveli	22
8	Haryana	600	29	Daman and Diu	28
9	Himachal Pradesh	3400	30	Lakshadweep	20
10	Jammu and Kashmir	400	31	Puducherry	196
11	Jharkhand	400	Total		25190
12	Karnataka	500			
13	Kerala	100			
14	Madhya Pradesh	2300			
15	Maharashtra	2800			
16	Manipur	20			
17	Orissa	600			
18	Punjab	1200			
19	Rajasthan	1600			
20	Sikkim	20			
21	Tamil Nadu	1200			