

## LEVERAGING DIGITAL SKILLS FOR EXCELLENCE: A CASE STUDY OF HIMACHAL PRADESH

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### **Abstract**

*In India spending on education was 2.7 percent of GDP for the financial year 2018, downward from 3.1 percent in financial year 2013. It seems huge decrease; one has to view it in proportion to the total expenditure and if it is compared to peers, India spends the least on education. In 2010 the United States spent 5.3% of GDP on Education which is higher than the Global Average of 4.7% of GDP. The enrolment in higher education has successfully increased over the past decade in India. But now it faces the second generation challenges of providing relevant and good quality technical and vocational innovated strategies to uplift the skill and training opportunities to its youth to prepare them for the changing needs of the present market. Hence, technological innovation in education in India can bridge up the gap between traditional education system and changing basic needs in primary, secondary and tertiary sector. Technological innovations in education needs to invest in research and development in syllabus, skill enhancement, training programs, smart teaching, infrastructure, on line sharing of best practices, conferences, Tutor Vista etc. Increasing competition in the market demands more innovation, hence, for technological innovations in education; funds allocation for education has to be increased especially for leveraging digital skill which is the need of the present scenario.*

**Key words:** Education, Training, Technology, skill, India.

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### **Introduction**

It was a technical changing scenario, to think online network learning environment and resources for science, technology and mathematics in late

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nineties. It was to disseminate the information and impart the knowledge for formal and informal education; hence, efforts were made, open and flexible system, as much as possible without making a centralized investment which led everlasting overall development into a narrow path. But many challenges still remained as how to leverage the advantages of digital technologies for the benefit of culture and society and almost two decades have passed since the phrase "World Wide Web" and its enabling technology burst onto the scene and with increase of it a dramatic fall is found in the cost of production as well as environment friendly. In the arena of digital, Make in India is an initiative which is preceded by the Government of India and leveraging digital skill for excellence is the part of it.

The prime minister of India had indicated about these initiatives in his independence speech in the year 2014. After an enormous brain storming it was launched on 25 September, 2014 at Vigyan Bhawan function by introducing a Logo of Iain. The logo of Iain indicates striding lion made of cogs symbolizing manufacturing strength and national pride. A workshop was organized in this regard on 29 December, 2014 by the Department of Industrial Policy and promotion, which was chaired by the prime minister and attended by the cabinet ministers, chief secretaries of states and various industry holders. The primary objective behind the initiative was to focus on 25 sectors of the economy and to attain the inclusive growth through job creation and skill enhancement. Some of these sectors are: automobiles, chemicals, IT, pharmaceuticals, textiles, ports, aviation, leather, tourism and hospitality, wellness, railways, auto components, design manufacturing, renewable energy, mining, bio-technology and electronics. Anyhow, some of the initiatives are taken in Himachal Pradesh in the area of Digital Skills which is an essential component of make in India to enhance the profitability. The basic aim behind it is to leverage the excellence in capacity building through community-based mechanism. It is mandatory to increase the profitability, and to adequately increase the profitability, to achieve this objective, it is also essential to decrease the cost of production as well as to reduce the corruption and inefficiency which is the basic need of the present scenario in developing countries.

## Need of the Study

- Indian economy has a vast potential to develop, formulate and execute plans and policies. Indians are capable to mark a dent in world economy but how to harness the talent of increasing population and save the environment for future generation is a big challenge. So much so the major problems like lack of finance, technology, literacy, adequate human management, operational management, political will etc. do exist in all the developing and underdeveloped countries.
- First of all among above mentioned problems, the greatest issue that Indian economy is facing shortage of funds for growing population and how to create new opportunities for employment generation and development. Secondly, increasing regional disparities and income inequalities but due to gaps in the policies and programmes the required targets are not achieved in the desired direction even after almost 70 years where hopefully, make in India and digital India can play a significant role to fill the gaps.

## Objectives

The basic objective of the study is to analyse the growth of leveraging digital skills for excellence with reference of state of Himachal Pradesh the corporate sector along with public sector after liberalisation reforms were initiated in the year 2017. Following are the objectives for this research paper.

- To examine the growth of Digital Saksharta Abhiyan (DISHA),
- To study the impact of DISHA on Lokmitra Kendra Transmission,
- To evaluate the Aadhaar registration performance,
- Appraisal of moral responsibility Himswan and e-district.
- Road map to leveraging digital skills.

## Methodology

To achieve the above mentioned objectives five indicators have been selected to study the overall performance. Secondary data of six indicators DISHA (Digital Saksharta Abhiyan, LMK/CSC (Lok Mitra Kendra/Customer

Service Centre), AADHAR, HIMSWAN (Himachal State Wide Area Network), e-DISTRICT and E-procurement have been collected from the govt. office, like directorate of information technology and statistical office of Shimla. The time period covered in the study is stretched from the year 2012-13 to 2016-17 and averages are calculated to synthesis the overall annual increase of each indicator and for the growth it is stretched from the year 2013-17. The growth rates of the above mentioned indicators are calculated as per the following equation.

$$\text{Log (Yt)} = \alpha + \beta^t + e$$

**Log (Yt) = Log of selected variable to compute the exponential growth rates.**

**$\alpha$ =Constant of the model,  $\beta$ =co-efficient of the time (growth rate) and  $e$ =error**

Annual growth rates are also calculated with the following formula:

$$\text{Log (Yt)} = (\text{Yt}-\text{Yt-1})$$

$\text{Yt}$  =Log of selected variable to compute growth rates,  $\text{Yt}$  is first value of the of the indicator and  $\text{Yt-1}$  second value of the indicator for the successive year.

Some of the Initiatives being taken in Himachal Pradesh in the area of Digital Skills and Leveraging Digital Skills to improve the G2C interface and also, provide an employment are as follows:

### 1. DISHA (Digital Saksharta Abhiyan)

This scheme aims to make six crore persons in rural areas, across States/UTs, digitally literate, reaching to around 40% of rural households by covering one member from every eligible household by 31<sup>st</sup> March, 2019.

The scheme has been started in Himachal Pradesh in the Month of March, 2017. The Scheme would empower the citizens in rural areas by training them to operate computer or digital access devices (like tablets, smart phones etc.), send and receive e-mails, browse Internet, access Government services, search for information, undertake digital payment etc., hence, enable them to use the Information Technology and related applications especially Digital Payments to actively participate in the process of nation building. The Scheme aims to bridge the digital divide, specifically targeting

the rural population including the marginalized sections of society like Scheduled Castes (SC)/Scheduled Tribes (ST), Minorities, Below Poverty Line (BPL), women and differently-able persons and minorities.

In Himachal Pradesh, the scheme has been rolled out through Citizen Service Centers, further Government and Private Universities and Colleges have also been asked to set up DISHA centers to impart this training, the state education department has been asked to set up Disha Centers in the Govt. schools too.

The following Table 1 shows the statics of training imparted under this scheme through 1392 CSCs as on 30 October, 2017 out of total population of 7140,000 .

**Table 1**

<b>Consolidated Status PMGDISHA till 24/11/2017</b>				
<b>Sr. No.</b>	<b>District</b>	<b>Students Registered</b>	<b>Training Completed</b>	<b>Certified Candidate</b>
<b>1</b>	BILASPUR	7186	6918	3377
<b>2</b>	CHAMBA	8288	7778	2768
<b>3</b>	HAMIRPUR	6092	5605	2006
<b>4</b>	KANGRA	9181	7290	2981
<b>5</b>	KINNAUR	3546	3514	1421
<b>6</b>	KULLU	5405	5230	1198
<b>7</b>	LAHUL AND SPITI	8	8	1
<b>8</b>	MANDI	6452	5544	2021
<b>9</b>	SHIMLA	6049	5940	1615
<b>10</b>	SIRMAUR	3289	2777	1268
<b>11</b>	SOLAN	5504	5300	1464
<b>12</b>	UNA	3870	3592	1708
	<b>Total</b>	<b>64870</b>	<b>59496</b>	<b>21828</b>

*Source: Statistical office of Himachal Pradesh*

Table 1 also depicts that only 91.71per cent has completed the training programe and out of it only 33.64 per cent are declared certified candidates. It means more motivation is required in this direction.

## **LMK/CSC (Lok Mitra Kendra/Customer Service Centre)**

The Common Service Centre (CSC) scheme popularly known as Lokmitra Kendra project in Himachal Pradesh aims to establish 3366 e-Governance centers at Panchayat level in the state. The scheme, as approved by the Government of India, envisions CSCs as the front-end delivery points for Government, private and social sector services to rural citizens of India, in an integrated manner. CSCs would be the platform for fundamental transformation of the ways in which lots of development challenges would be specified to in rural India.

The centers are being established under the Public Private Partnership (PPP) mode thus leveraging the support of various stakeholders such as State Governments, local bodies, opinion makers and agencies/ institutions involved or having interest, commercial or otherwise, in rural areas/markets. The project envisages various direct/indirect social as well as economic benefits to the rural masses.

Better dissemination of government information at the remotest corner, resulting in better awareness among rural masses about various Govt. Schemes and bringing in transparency, saving in time & cost of people visiting, district headquarters time and again for getting information, lodging complaints & inquiring their status etc. The reduction in response time by the concerned departments and increase in their accountability to people of the State, virtual extension counters for the Government, by way of using these centers for getting the departmental data entered and transmitted from time to time, a platform for the people to interact with each other on areas of mutual interests e.g. matrimonial, sales/purchases, additional income opportunities from Citizen Information Centers by using them for General Training, Word Processing and Data Entry jobs, and extending Internet Access, employment generation by opening up of Citizen Information Centers throughout the State in the private sector and accelerating the growth of Internet Service Providers (ISPs) throughout the State are also the extra benefits to the rural society.

113 services are provided through CSCs in Himachal Pradesh. Some of the services are HPSEBL Bill Payment, HRTC Ticket Booking, Aadhar Printing,

Crop Insurance, online complaints/information to Police, Employment Exchange Services, Nakal Jamaabndi, e-Samadhan grievance redressal service, Jail Varta, Election Department Services, Birth/Death Registration, issuance of certificate etc.

Total 2168 Lok Mitra Kendras are operational and transactions carried out by them for last five years are as follows:

**G2C Services, Table 2: LMK transactions for FY 2012 to 2017**

	2012-13	2013-14	2014-15	2015-16	2016-17	
	Transaction	Transaction	Transaction	Transaction	Transaction	Average
HPSEBL	20,21,136	30,00,892	28,23,717	31,51,828	30,05,205	28,00,556
IPH	1,34,897	1,68,080	1,25,697	1,11,754	1,05,905	1,29,267
HRTC	3,635	7,385	2,785	237	1,243	3,057
Nakal Jamabandi	2,59,513	5,89,937	6,10,776	8,23,585	10,57,223	6,68,207
HPSSC	-	-	-	183	5,052	2,618
MC Water	-	-	-	4,974	6,586	5,780
MC Tax	-	-	-	3,030	1,786	2,408
Total	24,19,181	37,66,294	35,62,975	40,95,591	41,83,000	

Source: *ibid*

It is reveals in Table 2 that due to this training transaction in LMK has registered continues increase from the year 2012-13 to 2016-17 except in the year 2014-15. This dip is because of IPH transaction in CSC.

**Table 3: LMK Transactions Value for FY 2012 to 2017**

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	
	Amount	Amount	Amount	Amount	Amount	Average
HPSEBL	75,90,66,034	1,33,09,53,904	1,26,69,06,078	1,40,84,81,203	1,46,70,67,976	1,24,64,95,039
IPH	2,74,87,291	4,05,19,033	3,55,14,456	3,65,47,793	4,11,44,407	3,62,42,596
HRTC	26,91,635	55,75,854	21,55,450	2,49,915	9,69,727	23,28,516
Nakal Jamabandi	3,37,306	10,28,363	11,06,401	14,85,441	18,78,932	11,67,289
HPSSC	-	-	-	50,371	13,37,160	6,93,766
MC Water	-	-	-	1,40,01,443	1,42,93,299	1,41,47,371
MC Tax	-	-	-	38,03,294	23,91,729	30,97,512
Total	78,95,82,266	1,37,80,77,154	1,30,56,82,385	1,46,46,19,460	1,52,90,83,230	

Source: *ibid*

The Table 3 shows that the, on an average, the value has registered decrease in the year 2014-15 due to three departments HPSEBL, IPH and HERC. The report from business to consumer services shows that the account transaction of 2,75,066 has transferred the total amount for Rs. 15,38,35,699 (Table 4)

**Table 4: B2C Services: (Report from April 2017 to Oct 2017 – excluding Aug 2017)**

Scheme	Transaction Count	Amount
Apna Print	34	10170
Bharat Bill Payment System	171	88473
CSC Aadhaar	51926	1322008
CSC Banking	589	187130
CSC Services	3586	58245
eLegal Service	1	115
Financial Services	690	242977
Food Safety and Standards Authority of India	4499	1964300
Indian Navy	4	276
Individual Household Latrine (IHHL)	317	317
Insurance	41526	123836588
Recharge	126162	14815319
Education	4526	452668
Travel and Hotel	1096	5715516
Health	586	221451
Veterinary	2	100
PAN Card Services	37212	4042413
Passport Services	1368	136800
Income Tax	255	86466
Railway	494	617175
VLE Bazaar	20	10899
Ujala – EESL	2	26295
<b>Total</b>	<b>2,75,066</b>	<b>15,38,35,699</b>

Source: *ibid*

## 2. AADHAR

AADHAR seeks to empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere. In terms of Aadhaar



generation, Himachal Pradesh ranked 3rd in the country despite very difficult topography. The data on Aadhaar generation in Himachal Pradesh for the last five years is as follows:

**Table 5 Aadhaar Generation**

Year	2013	2014	2015	2016	2017 (till Nov.)	Average
<b>Tentative Aadhaar Generation</b>	18,85,542	2,22,927	2,26,468	5,38,129	2,37,531	6,22,119

Source: *ibid*

AADHAR based Direct Benefit Transfer or DBT is an attempt to change the mechanism of transferring subsidies launched by Government of India. This program aims to transfer subsidies directly to the people through their bank accounts. It is hoped that crediting subsidies into bank accounts will reduce leakages, delays, etc. The Table 5 indicates that Aadhaar generation has registered a continuous increase in this field.

The Direct Transfer Benefit transfer data for Himachal Pradesh for the last five years is as follows:

**Table 6: AADHAR DBT Transactions Details for FY 2012 to 2017**

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	
	Transaction	Transaction	Transaction	Transaction	Transaction	Average
SVUCY	566	3,880	3,863	3,560	4,178	3,209
JSY	4	4	2	2	3	3
IGMSY	3,458	7,122	8,577	8,008	8,577	7,148
PMOBC	1,081	2,400	5,297	5,193	5,419	3,878
PMSC	1,789	11,769	12,568	12,190	5,419	8,747
Total	6,898	25,175	30,307	28,953	23,596	

Source: *ibid*

It is observed in the Table 6 that direct benefits of subsidies has registered decrease in the year 2016-17 due to last month code of conduct of election year in the state.

**Table 7: AADHAR DBT Transactions Values (in Rs.) for FY 2012 to 2017**

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	
	Amount	Amount	Amount	Amount	Amount	Average

SVUCY	56,60,000	3,88,00,000	3,86,30,000	3,56,00,000	4,17,80,000	3,20,94,000
JSY	2,800	2,800	1,400	1,400	2,100	2,100
IGMSY	30,97,720	1,45,79,220	2,71,00,000	2,56,78,500	2,71,00,000	1,95,11,088
PMOBC	23,14,050	3,20,85,877	3,76,20,831	3,99,77,151	4,48,95,264	3,13,78,635
PMSC	52,56,200	32,91,88,389	31,81,35,954	31,88,61,737	4,48,95,264	20,32,67,509
Total	1,63,30,770	41,46,56,286	42,14,88,185	42,01,18,788	15,86,72,628	

Source: *ibid*

The impact of Aadhaar direct benefit transaction has been seen in the Table 7, which means decrease in transaction also registered a dip in the value of Aadhaar direct benefits too.

AADHAR seeding is a process by which Aadhaar numbers of residents are included in the service delivery database of service providers (In this Case he service provider is Bank) for enabling de-duplication of database and Aadhaar based authentication during service delivery. The status of AADHAR seeding in Himachal Pradesh is as follows:

The Table 8 reveals that only one department EPFO is required to be boosted up which registered below than 50 per cent seeding, whereas central schemes and state schemes has registered 100 per cent seeding.

**Table 8 The status of AADHAR seeding in Himachal Pradesh**

S. No.	Scheme	Seeding Percentage
1	Public Distribution System (PDS)	95.71%
2	MNREGA	97.87%
3	National Social Assistance Programme (NSAP) – NIC	77.57%
4	National Social Assistance Programme (NSAP) – National	84.04%
5	National Social Assistance Programme (NSAP) – State	85.49%
6	Pradhan Mantri Jan-Dhan Yojana (PMJDY)	74.60%
7	Employees' Provident Fund Organisation (EPFO)	39.04%
8	Modified Direct Benefit Transfer (MDBTL) – LPG	92.16%
9	Modified Direct Benefit Transfer (MDBTL) – Bank	87.34%
10	State Schemes (11 schemes)	100.00%
11	Central Schemes (12 schemes)	100.00%
12	Pariwar Register	50.28%

Source: *ibid*

### 3. HIMSWAN (Himachal State Wide Area Network)

Himachal State Wide Area Network (HIMSWAN) project is a revolutionary step towards enhancing good governance. By setting up HIMSWAN, the State Government intends to modernize the communication infrastructure in the State to create a state of the art and reliable network for G2C, G2E, G2B and G2G interfaces.

The Project is aimed at providing HIMSWAN link to Government Offices and Integrated Community Service Centers at State, District, Sub-Divisional, Tehsil and Block headquarters in Himachal Pradesh. The Data on the Number of Horizontal offices connected to HIMSWAN year wise is as follows:

**Table 9**

Financial Year	2013-14	2014-15	2015-16	2016-17
<b>Count</b>	1325	1702	2060	2241

Source: *ibid*

The Table 9 explains 1.69 per cent increase in the year 2016-17 as compared to the year 2013-14. If network is increased to 100 per cent it would save the time and paper less work also saves the environment.

### 4. e-District

Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place. The e-District project was conceptualized to improve this experience and enhance the efficiencies of the various departments at the district-level to enable seamless service delivery to the citizen.

**Table 10: District Transactions Report**

e-District Transactions Report, As on 23-Nov-2017							
S. No.	Name of Department	Service Name	Year Wise Transactions Details			Avg.	
			2015	2016	2017		
1	Panchayati Raj	BRC	16	135	51	67.33	
2	Department/Urban	DRC	2	43	97	47.33	
3	Development	MRC	2	18	78	32.67	

	Department					
4	Panchayati Raj Department	CPR	0	50	384	217
5	Rural Development Department / Urban Development Department	BPLC	0	21	131	76
6		AR-NREG A	0	6	5	5.5
7		AW-NREG A	0	4	0	2
8	Department of Labour & Employment	AREM W	0	0	1	1
9		AMT WR	0	0	2	2
10		ARMT WR				
11		MWCL Rg	7	0	0	2.33
12		MWCL Rn				
13		RSCE	4364	36	1405	1935
14		RSCE				
15		REECL	177	0	67	81.33
16		ACLL	1426	0	246	557.33
17		RCLL				
18	Revenue Department	RCCM	720	8238	3735	4231
19		AAC	0	123	1179	651
20		ABAC	0	6	79	42.50
21		ABHC	0	1649	12106	6877.50
22		ACC (SC/ST )	0	486	4400	2443
23		ACC	0	569	5840	3204.5
24		ADCC	0	135	535	335
25		ADC	0	52	307	179.5
26		AFFC	0	1	2	1.50
27		AIC	0	1479	11132	6305.50
28		AIC (N)	0	1	3	2
29		ALHC	0	203	1107	655
30		AMCC	0	6	50	28
31		AOC	0	1069	4772	2920.

						50
32		ARAC	0	2	25	13.50
33	Women & Child Welfare Department	BHAY	0	21	3536	1778.50
34		CMBP	0	31	1171	601
35		MTAM SY	0	20	727	373.50
36		WRM	0	0	97	97
37		SC, OBC and Minority Affairs Department	ASCIC	0	0	11
38		ADIC	0	0	1	1
39	Department of Labour & Employment	REBC W-	0	0	21	21
40	Electricity Department	EBP	0	0	4	4
<b>Grand Total</b>			<b>6,714</b>	<b>14,404</b>	<b>53,307</b>	

Source: *ibid*

Some of the services delivered through this project are like certificates, licenses, public distribution system etc. In certification services creation of certificates for income, domicile, .caste, Birth, Death etc. and in licenses services arms licenses, business licenses are included. In public distribution system (PDS) issues like of ration cards and in social welfare schemes disbursement of old-age pensions, family pensions, widow pensions, etc., are covered. In complaint related issues, unfair prices, absentee teachers, non-availability of doctor, etc., and in RTI , online filing and receipt of information relating to the Right to Information Act and in linking with other e government projects, registration, land records, and driving licenses, etc., are covered. Information dissemination about government schemes, entitlements, etc, and in assessment of taxes like property tax, and other government taxes as well as in utility payment, payments relating to electricity, water bills property taxes etc, are discussed and training is provided. The total fifty two numbers of G2C services have been rolled out in this project. Almost, 3000 officials have been trained to provide online services. 1252 laptops have been provided to Patwaris for delivering revenue service online. An interface has been provided to the Administrative Reforms Department to monitor services cover under the Public Service Guarantee Act.

The project won the Gold category Award in Smart E-Governance and SKOCH order of merit award in 2016-17. The Table 10 has showed on line registration of different services by the different departments and it is

observed that in some of the cases they registered a dip e.g. BRC, CPR, REECL, RCLL etc. First of all, it is because the full record of some the services have not been received up to the end of December by the department. Secondly, citizens have a choice to use any mode of portal i.e. on line or off line.

## 5. E-Procurement

E-Procurement (electronic procurement) is the business-to-business or business-to-consumer or business-to-government purchase and sale of supplies, work, and services through the Internet as well as other information and networking systems, such as electronic data interchange and enterprise resource planning. The objective behind this is to maintain the transparency and accountability.

**Table 11: No. of Departments using e-Procurement for the FY 2013 to 2018**

Financial Year	2013-14	2014-15	2015-16	2016-17	2017-18 (till Oct.)	Average
No. of Departments	10	15	20	26	28	76.6
No. of Tenders	2793	3385	5281	6181	3795	4287
Tender Value (crores)	1,843.63	2,405.70	2,441.06	2,473.35	1,741.98	2,181.14
Average	2864.21	4201.9	6114.69	88652.12	4403.66	

Source: *ibid*

The Table 11 has showed a continuous increase in number of department participation, registration of tenders and tender value also. Otherwise also they have positive relationship with each other.

## CONSOLIDATED PMG-DISHA

If consolidated PMG-DISHA is compared among all the states and union territories, targets are very high to be achieved and few union territories and Sikkim have not even opened the account which is very disappointing.

**Consolidated PMGDISHA Table 12 for different Sates:**

Sr. No	State	Targets	Students Registered	Training Completed	Certified Candidate
1	ANDAMAN & NICOBAR ISLANDS	18000	0	0	0
2	ANDHRA PRADESH	2028000	176509	168171	95232
3	ARUNACHAL PRADESH	77000	216	200	30
4	ASSAM	1929000	34829	30169	319
5	BIHAR	6630000	702926	669481	320110
6	CHANDIGARH	2000	0	0	0
7	CHHATTISGARH	1412000	579462	551783	260797
8	DADRA AND NAGAR HAVELI	13000	1	1	0
9	DAMAN AND DIU	4000	0	0	0
10	DELHI	30000	0	0	0
11	GOA	40000	2	2	0
12	GUJARAT	2497000	675224	651327	331185
13	HARYANA	1191000	612257	599948	308342
14	HIMACHAL PRADESH	444000	70873	69348	23515
15	JAMMU AND KASHMIR	658000	106843	101314	47378
16	JHARKHAND	1803000	917021	889398	384181
17	KARNATAKA	2705000	292910	280973	141275
18	KERALA	1257000	10848	10568	3000
19	LAKSHADWEEP	1000	0	0	0
20	MADHYA PRADESH	3784000	664137	645607	288643
21	MAHARASHTRA	4433000	447123	413844	195061
22	MANIPUR	137000	5591	5380	1649
23	MEGHALAYA	171000	78	68	2
24	MIZORAM	38000	4323	4283	2207

25	NAGALAND	101000	1172	1172	773
26	ODISHA	2517000	669811	636995	317120
27	PUDUCHERRY	28000	5513	5303	2209
28	PUNJAB	1247000	228870	221618	123556
29	RAJASTHAN	3712000	670234	658113	309990
30	SIKKIM	33000	0	0	0
31	TAMIL NADU	26790008	302750	284892	143442
32	TELANGANA	2028000	183425	175312	90466
33	TRIPURA	195000	28900	28653	14863
34	UTTARAKHAND	506000	139351	131776	72465
35	UTTAR PRADESH	11171000	2281521	2168200	953846
36	WEST BENGAL	4481000	258120	242584	99482
	Total	6,00,00,000.00	1,00,70,840.00	96,46,483.00	45,31,138.00
	Average	6,66,666.67	2,79,745.56	2,67,957.86	1,25,864.94

Source: *ibid*

It is seen in fig.1 that certified students are very less of rural India as compared to students registered and training completed as well as many more efforts are required to achieve the set targets.

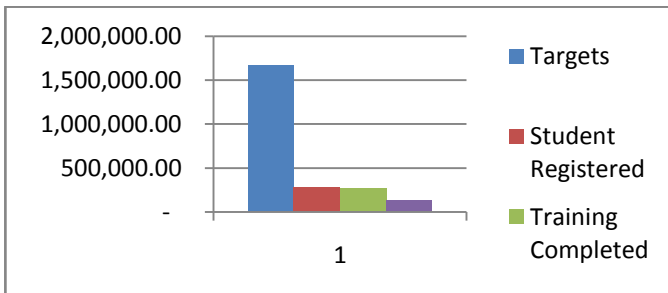


Figure: 1

It is observed in the fig.2 the annual growth rates of procurement is increasing at the highest rate of 39.1 per cent and transaction of LKM at the lowest level 11.8 per cent, hence, growth of its value also at the lower level.

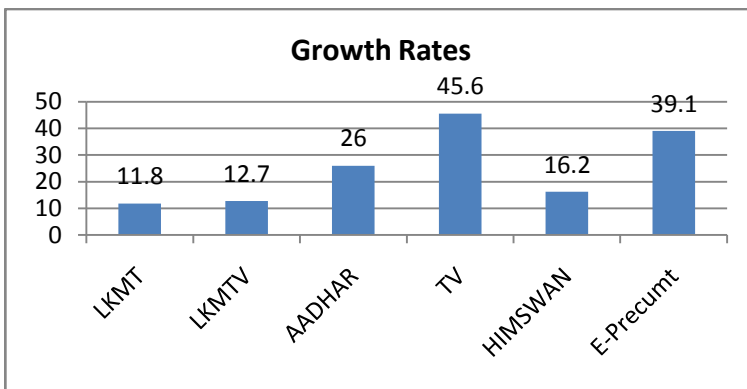


It has indicated that citizens are still not using the digital mode for their daily uses.

**Table 13 Growth**

Indicator	Year	Growth
LKMT	2013-17	11.8
LKMTV	2013-17	12.7
AADHAR	2013-17	26.0
TV	2013-17	45.6
HIMSWAN	2013-17	16.2
E-Precuet	2013-17	39.1

Source: *Compiled from the data*



**Figure 2**

**Findings**

It is found in consolidated status that training is completed only by 91.71 per cent and out of it only 33.64 per cent has got the certified candidates. It depicts that gap is quite high and how to bridge it up.

The increasing training transaction and transfer value through Lok Mitra Kendra/Customer Service Centre shows a very positive response but transaction of IPH in the year 2014-15 and 2016-17 has made a dent in the increasing rate for the same.

It is observed from the above analyses that benefits given through Aadhar-Cards have reduced the pilferage because subsidies or other payments to the stakeholders are made directly. Hence, leakages, corruption, red-trapezium has been reduced to some extent.

The performance of EPFO is required to boost up because it has registered the seeding process below 50 per cent whereas the efforts of centre and state has registered 100 per cent for the same scheme.

It is seen in this analysis that Himachal State Wide Area Network has been increased but it still not very enthusiastic because govt. need to do more in this direction which save lots of time and efficiency. It is experienced during Covid-19 that on line class could not taken 100 per cent due to Network problems in rural Himachal.

Though e-district has won the Gold category award but still BRC, CPR, REECL, RCLL etc. services needs special attention to improve the system. E procurement has been increased due to leveraging digital skills, hence, transparency and accountability has increased in Himachal Pradesh. But more has to be done in rural areas at gram panchayat level to acquire the more excellence in the system because they are the real performers at grass root level.

## **Conclusions**

It is a great challenge to all the states, how to motivate the rural youth towards the leverage of digital India and further to the center government to boost the efficiency and overall transparency. It is not only beneficial to increase the efficiency but it is also important to save the environment through digital India. Despite mounting evidence to the contrary, the impression that Aadhaar is helping the poor persists and would curtail the corruption, yet citizens have some hesitations which has to be moved by awareness campaign.

During the hearing on mandatory linking of Aadhaar with permanent account number cards in the Supreme Court, reports on Aadhaar “data leaks” were emerging by the dozens. Suddenly, there was a feel good heart-warming story of Aadhaar helping pensions in Rajasthan. {Singh 2017}.

But still it is also concluded that network in rural Himachal Pradesh is still not performing up to the excellence level. That is why even in the time of Covid-19 classes could not be taken as per the requirement or webinar to the stakeholders could not be very successful. The leveraging skill and improvement in technology along with internet facilities can only play a vital role when network in rural Himachal is at par with urban area.

### **Suggestions**

It is important to increase both transparency and profitability, and to increase them, more quality digital skill centre has to be opened in rural areas for the rural people. It would be necessary to take the feedback from the trainees or employers of the trainees at the ground level application of the skill. These trained people can also be encouraged further to impart the knowledge and disseminate the information to benefit the idle youth and some set remuneration may be given through their counselor or Pradhan.

The digital education can be started at elementary standard onwards and appropriate infrastructure for digital skill development should be provided. The gap between serious requirement and need has to be assessed to bridge up with special and appropriate strategies.

The linking of digital skill development with government and private sector can also be helpful to leverage the digital skill. Leveraging digital skill can reduce the corruption would increase the efficiency through DISHA, LMK, HIMSWAN, e-Procurement etc. Hence, if rural population is tapped more for leveraging digital skill, poverty line can be narrowed down by saving the more and by curtailing the government expenditure on paper and further spending more investment on multipurpose projects to generate more income. It can be more helpful in reducing the income inequalities and regional disparities and improved network can also play the tremendous role to enhance the urban Himachal Pradesh.

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