

MODULE FOR SUMMER INTERNSHIP PROGRAMME 2025

(BY MANTRA ASSOCIATES & E&ICT ACADEMY IIT GUWAHATI)

on

E-GOVERNANCE IN ANY STATE

OBJECTIVE:

1. To introduce students to the fundamental concepts of e-governance and its role in public service delivery.
2. To familiarize learners with key government digital services and their impact on citizens.
3. To develop basic digital literacy skills required for accessing and using e-governance platforms.
4. To explore the role of digital identity and authentication in governance systems.
5. To understand transparency, citizen participation, and grievance redressal mechanisms in e-governance.
6. To analyze real-world case studies of successful e-governance initiatives within the state.

OUTCOME:

1. **Basic Understanding of E-Governance** – Explain the significance, objectives, and benefits of e-governance.
2. **Digital Literacy Skills** – Demonstrate the ability to use basic government online services.
3. **E-Governance Accessibility** – Navigate e-governance platforms for taxation, education, and health services.
4. **Digital Identity Awareness** – Understand the purpose and applications of Aadhaar, e-KYC, and digital signatures.
5. **Citizen Participation & Transparency** – Use grievance redressal and feedback mechanisms in e-governance.
6. **Case Study Analysis** – Evaluate and present insights from real-world e-governance projects.

DURATION: ONE MONTH (60 HOURS)

PREREQUISITES:

1. Basic familiarity with computers and internet browsing.
2. General knowledge of creating and saving files using a computer.
3. Access to a laptop/desktop and stable internet connection.

INTERNSHIP STRUCTURE BREAKDOWN

DAY NO. & DATE	TOPICS TO BE COVERED	TIME DURATION
DAY 1 (TUESDAY) 01-07-2025	Introduction to e-governance, importance, key objectives, evolution over time.	2.5 HRS

DAY 2 (WEDNESDAY) 02-07-2025	E-Governance framework – pillars, models, and types of digital governance.	2.5 HRS
DAY 3 (THURSDAY) 03-07-2025	Exploring online public services – E-Taxation, e-health, digital education.	2.5 HRS
DAY 4 (FRIDAY) 04-07-2025	Understanding government websites – Navigation, security, and accessibility.	3.5 HRS (MCQ TEST 1)
DAY 5 (MONDAY) 07-07-2025	Hands-on activity: Exploring and registering on an actual e-governance portal (e.g., DigiLocker, UMANG).	2.5 HRS
DAY 6 (TUESDAY) 08-07-2025	Digital identity – Aadhaar, PAN, e-KYC, how they function.	2.5 HRS
DAY 7 (WEDNESDAY) 09-07-2025	Secure transactions – Digital signatures, authentication methods, OTP-based verifications.	2.5 HRS
DAY 8 (THURSDAY) 10-07-2025	Digital payments in governance – UPI, e-wallets, online taxation, subsidy transfers.	2.5 HRS
DAY 9 (FRIDAY) 11-07-2025	Understanding e-governance databases – How information is stored and retrieved.	3.5 HRS (MCQ TEST 2)
DAY 10 (MONDAY) 14-07-2025	Hands-on project: Research how Aadhaar is linked to public services.	2.5 HRS
DAY 11 (TUESDAY) 15-07-2025	Citizen engagement in governance – Public feedback, surveys, voting systems.	2.5 HRS
DAY 12 (WEDNESDAY) 16-07-2025	RTI and online grievance redressal mechanisms – How to file and track complaints. Eg. CPGRAMS.	2.5 HRS
DAY 13 (THURSDAY) 17-07-2025	Case study discussions on effective grievance redressal systems.	2.5 HRS
DAY 14 (FRIDAY) 18-07-2025	Social media and governance – How governments use Twitter, Facebook, and WhatsApp for public service announcements.	3.5 HRS (MCQ TEST 3)
DAY 15 (MONDAY) 21-07-2025	Hands-on project: Explore an online complaint portal and document how it works.	2.5 HRS
DAY 16 (TUESDAY) 22-07-2025	Case study on the success of a state-level e-governance initiative. Eg. Sewa Setu portal of Govt. of Assam, Ease of doing Business (eodb) etc.	2.5 HRS
DAY 17 (WEDNESDAY) 23-07-2025	Digital land records – How online property registration works.	2.5 HRS

DAY 18 (THURSDAY) 24-07-2025	Researching how smart cities utilize technology for governance.	2.5 HRS
DAY 19 (FRIDAY) 25-07-2025	Group activity – Present a case study on an e-governance project.	3.5 HRS (MCQ TEST4)
DAY 20 (MONDAY) 28-07-2025	Hands-on project: Research and present findings on a local e-governance initiative.	2.5 HRS
DAY 21 (TUESDAY) 29-07-2025	Final project presentations – Students showcase their case studies and findings.	2.5 HRS
DAY 22 (WEDNESDAY) 30-07-2025	Course wrap-up, feedback session, and career opportunities in e-governance.	2.5 HRS
DAY 23 (THURSDAY) 31-07-2025	DOUBT CLEARING SESSION	1 HR & VALEDICTORY SESSION

PROJECTS TO BE ASSIGNED TO THE INTERNS (MIN. 10):

1. Study and present a report on Aadhaar and its role in public service delivery.
2. Analyze the impact of digital payment systems (UPI, e-Wallets) in governance.
3. Research and document how e-governance helps in the education sector (e.g., online scholarships, digital classrooms).
4. Conduct a study on how online grievance redressal systems work (RTI, citizen complaint portals, CM Helpline, etc.).
5. Prepare a presentation on e-healthcare services (online appointments, telemedicine, Ayushman Bharat, etc.).
6. Investigate the use of e-governance in taxation (filing income tax, GST registration, etc.).
7. Case study on digital land records management and property registration portals.
8. Explore how public distribution systems (ration card digitization, DBT) work.
9. Study the role of mobile applications in e-governance (mParivahan, UMANG, DigiLocker, etc.).
10. Research how digital identity verification (e-KYC, digital signatures) is used in governance.
11. Document how e-voting and online electoral services function.
12. Study the role of social media in e-governance and public awareness.
13. Analyze the implementation of smart city initiatives and digital urban planning.
14. Research how online employment exchanges and skill development programs are conducted.
15. Case study on an actual e-governance initiative in the student's own state.