



# Civil Servants and Digital Literacy

**For Mains:** Importance of Digital Literacy for Civil Servants

## Why in News?

Recently, Microsoft has partnered with the Ministry of Skill Development and Entrepreneurship (MSDE), and Capacity Building Commission (CBC) to empower India's civil servants with future-ready skills.

- The partnership under the project '**Capacity Building by MSDE in Microsoft Digital Productivity Skills**' aims to enhance the functional computer literacy of nearly 2.5 million civil servants of Government of India (GoI).
- This project is in line with the [Mission Karmayogi](#).

## What is Digital Literacy?

- Digital literacy **refers to the wide range of skills, which are necessary to emerge successful and adapt to the digital world.**
- Since the print mediums are facing stagnation, the ability to grasp information found online becomes important.
- People and students who lack digital literacy skills may soon find themselves tough to gain access to information which is available online.

## Why is Digital Literacy important for Civil Servants?

- **To Provide Efficient and Effective Citizen Centric Services:**
  - Digital Literacy will **empower India's civil servants to provide efficient and effective citizen centric services** to the vulnerable and underprivileged sections of the society.
  - It will **enable them to deliver last mile social welfare services.**
- **Bridging the Competency Gap:**
  - One of the major competency gaps identified in various job roles among the civil servants is the **lack of digital productivity application skills** while working on Microsoft Office tools like Word, Excel, and PowerPoint presentation, at a professional level. So digital empowerment will help in bridging competency Gaps.

## What Competencies will the Civil servants of the Future Need?

- **Unifying Framework across Various Sector:**
  - There is **currently no unifying framework** across the public sector, private sector and civil society.
  - While the technical competencies that civil servants need are similar to those required in the private sector, the digital governance competencies are something else entirely.

- There is a **need for a shared language and understanding of what [Artificial Intelligence \(AI\)](#) for the public good is.**
- **Scaling up Digital Solutions:**
  - **Public services face difficulties in scaling up digital solutions,** due to infrastructure gaps.
  - Sometimes, the solutions from the private sector are not ready for the public sector. So, the **need is to design technology for the public sector.**
- **Bridging Cooperation Gap:**
  - The government **should never be viewed as a singular entity,** but rather be encouraged to communicate with one another.
  - Additionally, the **need is to engage existing institutions and foster collaborations instead of reinventing the wheel.**

[Source: India today](#)

PDF Reference URL: <https://www.drishtias.com/printpdf/civil-servants-and-digital-literacy>

