

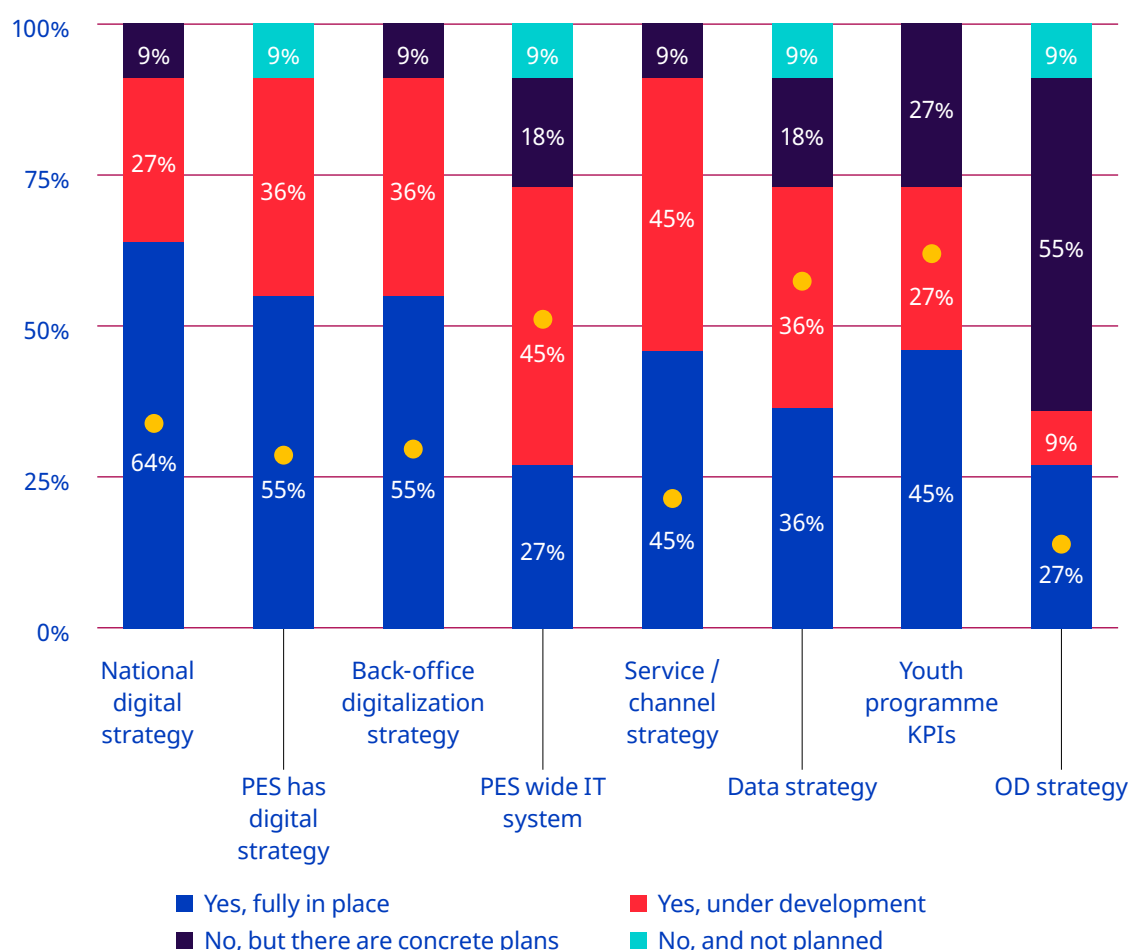
India

This country profile on technology in public employment services (PES) for youth is part of the ILO (2023) report on *Technology in public employment services to promote youth employment in Asia and the Pacific*.

Income category	Middle-Income Countries
Egovernment Development Index (2022)	105
PES digital orientation	Digital Transformation

Digital maturity

The figure below provides an overview of PES digital strategies in five areas (overall strategy, back office, front office, data and organization) across all participants. It shows India highlighted.

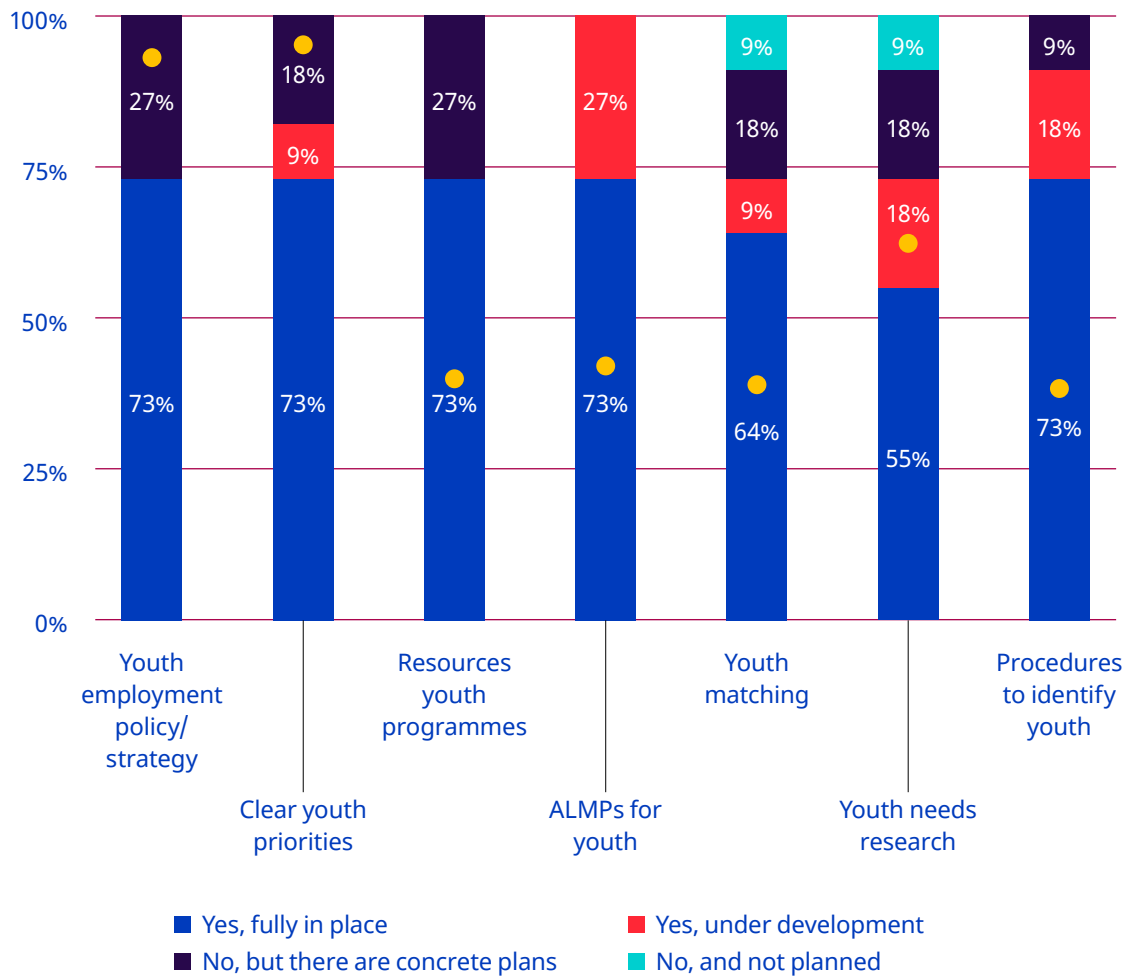


India in general is doing reasonably well. Many strategic elements are in place; now it is time to execute these strategies (e.g. in the implementation of a PES-wide IT system). In addition, India is one of the few countries that have an organizational development (OD) strategy in place, resulting from the realization that the efficiency of the employment service depends on well-trained officers and constant research. India could however consider addressing some of the significant issues currently faced:

- Siloing
- Insufficient digital skills
- Lack of inclusive approaches

Youth services and programmes

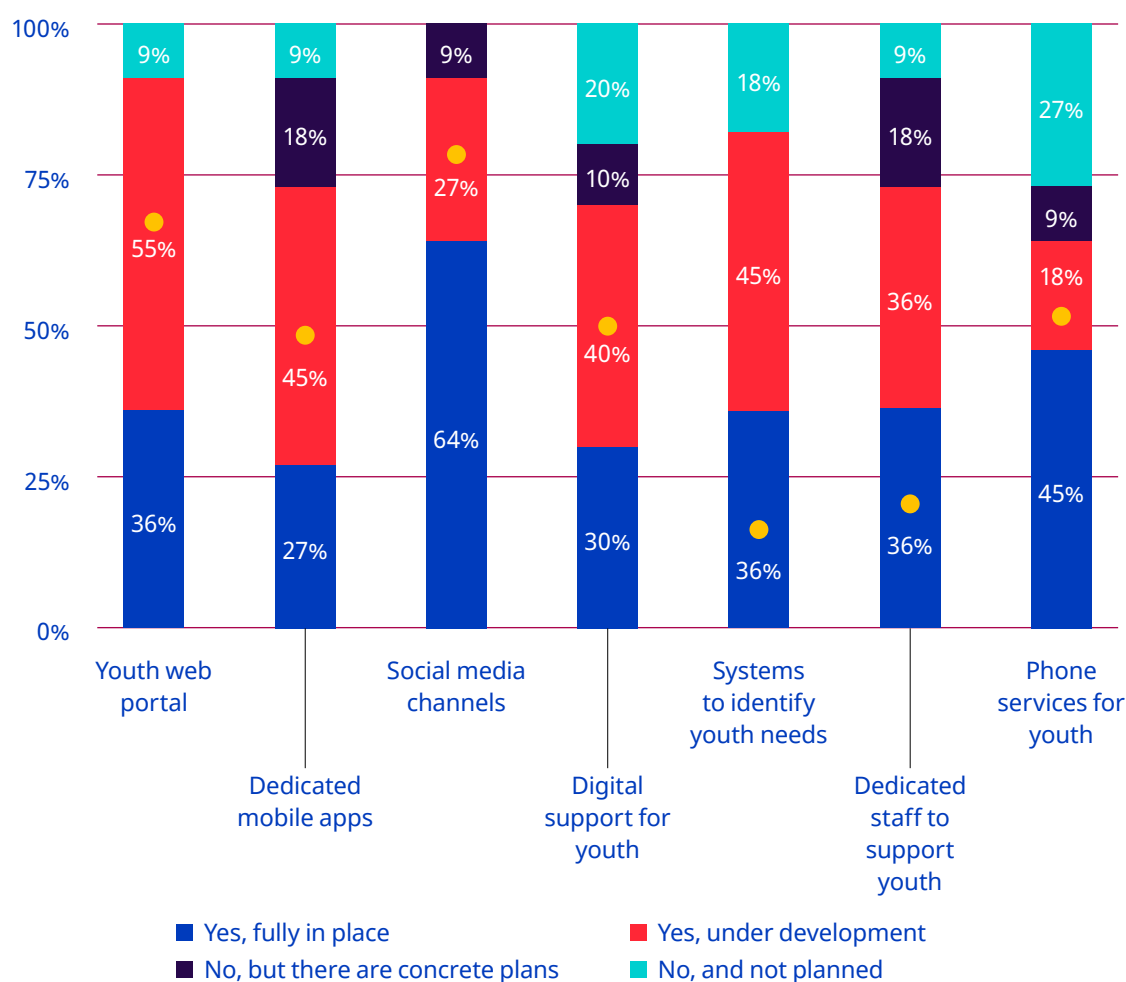
The following figure highlights key elements of youth services, programmes, and approaches, as well as India's position of India in this area. It illustrates the degree to which a wide range of youth services are in place.



There are specific ALMPs and resources to execute youth programmes. A key component of these programmes is the Employment Exchanges in the country envisaged as a central hub for youth as well as other target groups.

Youth technologies

The final area concerns technologies used by PES in their front and back offices. The following provides an overview of key technology areas and the standing of India in these areas.



India has many elements under development. Examples of digital support that are in place for the youth are the digital skills training (“DigiSaksham”) provided by the National Career Service under the Ministry of Labour and Employment in collaboration with Microsoft, digital literacy training implemented by the Ministry of Electronics and Information Technology, and skill, re-skill and up-skill training, including digital literacy/training, delivered by the Ministry of Skill Development and Entrepreneurship.

Good practices and learning points

The following points are areas where other countries could learn from India, followed by areas where India could improve and/or learn from other PES.

- The Employment Exchanges are an example of a modern approach towards providing face-to-face services, while being heavily supported by technology and having a distinct youth focus.

Learning points:

- Many youth programmes and technologies are under development and more efforts in this space could greatly support India’s youth.