Akshaya — Kerala's Telecentre-Based Household e-Literacy Drive, and What an Independent Survey Found

Digital Inclusion · Good practice · India

Quality score: 52/100

Evidence strength: Moderate

Summary

Akshaya piloted in Malappuram in 2002 to make one member of every household computer-literate via publicly supported telecentres; an independent 1,750-household survey found low uptake among poor households and official totals proved hard to verify.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-04

Kerala State IT Mission / Akshaya (Government of Kerala) — accessed 2026-11-04

Pal (2009), Information Systems Frontiers — accessed 2026-11-04

MediaNama: Akshaya RTI on e-literacy (2013) — accessed 2026-11-04

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