Media Briefing

2nd September 2020

Mission Karmayogi - National Programme for Civil Services Capacity Building

Integrated Government Online Platform - iGOT Karmayogi
Karmayogi for the Nation
Existing Impediments

1. Diverse and fragmented training landscape
2. Evolution of silos at Department level preventing shared understanding of India’s development aspirations
3. Inconsistencies in training priorities, competency & pedagogy
4. Lack of common platform and barriers to exchange of knowledge
5. Lack of lifelong & continuous learning environment
6. Redundancy & duplication of efforts
Mission Karmayogi

1. New National Architecture for Civil Services Capacity Building

2. Comprehensive reform of the capacity building apparatus at individual, institutional and process levels for efficient public service delivery.

3. PM led HR Council to approve and monitor Civil Service Capacity Building Plans

4. Capacity Building Commission to harmonize training standards, create shared faculty and resources, and have supervisory role over all Central Training Institutions.

5. Wholly owned SPV to own and operate the online learning platform and facilitate world-class learning content market-place.
Mission Karmayogi – Build Future Ready Civil Service
- with right Attitude, Skills and Knowledge, aligned to the Vision of New India

Competency led Capacity Building
India’s own Civil Service Competency Framework

Ease of Living
Competencies to ensure on time and effective Public Service Delivery for Citizens

Shared understanding of India’s developmental aspirations, National Programmes & Priorities

Ease of Doing Business
Creating policies and delivering services conducive to economic growth

Accountability & Transparency through Objective Evaluations

Citizen Centricity
Citizen Centricity (respectful interactions, problem solving competencies) Subject Matter Expertise and Attitudinal change

Scale of Impact
A Global Exemplar - ~30 Lac users in year 1 & ~2 Cr in long run

Domain and Functional Competencies
Goals Driven
Behavioral Competencies

The Government Official
Mission Karmayogi – Key Programme Components

Shift from Rule to Role

Credible and Autonomous Institutional Framework

Continuous performance analysis, data driven goal-setting and real time monitoring

Digital Platform, made in India, offering services around Learning and Career Management

Enabling policies to upgrade & harmonize capacity building

Strategic HR management to deliver the right competencies – Behavioral, Domain & Functional
Mission Karmayogi – Institutional Structure

PM’s HR Council (PMHRC) - Apex Body to provide strategic direction to capacity building reforms

Capacity Building Commission to harmonize training standards, create shared faculty & resources & supervise Central Training Institutions

Cabinet Secretariat Coordination Unit - to monitor progress and execution and oversee plans

SPV - to own and operate the online platform - iGOT Karmayogi and facilitate world class learning

Outlay of Rs 510 Cr. Over 5 years

Annual Subscription @ Rs 431 per civil servant charged by SPV
The Prime Minister’s HR Council is at the apex

Structure of the PM’s HR Council

- Chairperson: Hon’ble Prime Minister
- Political Leadership: Select Union Ministers, State Chief Ministers
- Thought Leadership: Eminent national and global Academicicians, thought leaders, Industry leaders
- Civil Service Leadership

Mandate/ Charter of the HR Council

- Apex body driving & providing strategic direction to the Programme
- Approves & Monitors Civil Service Capacity Building plan
- Reviews reports submitted by Capacity Building Commission
The Capacity Building Commission – Key Functionalities

- Drive **standardization, harmonization and shared understanding** of Capacity Building activities
- Create **shared learning resources**, including internal and external faculty and resource centers.
- Define templates for **Annual Capacity Building Plan**. Assist PM HR Council in **approval of the Plan**
- **Functional supervision** over all **Central Training Institutions**
- Set norms for **common mid-career training programs**
- **Analyse learning related data** from iGOT-Karmayogi
- Prepare the **Annual State of Civil Service Report**
Special Purpose Vehicle – Structure & Function

Structure of the Special Purpose Vehicle (SPV)

- **Legal:** Company under Section 8 (of Companies Act) with **100% Government ownership**
- **Board of Directors:** Representing all participating entities of the Programme

Revenue Model of SPV

- **Self sustaining:** Annual Subscription fee of **INR 431 per employee**

Key Functions of the SPV

- Own and operate the **online Platform, iGOT Karmayogi** on behalf of Government
- Operationalize a **robust content ecosystem**
- Manage **assessment & certification eco-system**
- **Marketing, Outreach & Change Mgmt.**
- Manage **governance of data & its analysis** and make them available to authorities
- Curate & deliver programmes for **capacity building of Civil Servants in other countries**
## Monitoring & Evaluation Framework

### Monitoring and Evaluation of Mission Karmayogi

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<td>with <strong>Annual Score Cards and Rankings</strong> for</td>
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<td>whole in a year with focus on achievements &amp;</td>
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**Third Party Audit** of Programme, in addition to regular **Audit and Quality Assurance** by Capacity Building Commission

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Democratized Civil Service - Silo-less Performance

- **SELF ACTUALIZATION**
  - Self driven; building competencies to achieve one’s full potential

- **ESTEEM AND RECOGNITION**
  - Knowledge driven; building competencies to become leaders and subject matter experts

- **PERSONAL GROWTH**
  - Purpose driven; building competencies to achieve personal aspirations

- **PROFESSIONAL GROWTH**
  - Growth driven; building competencies to enable career progression and deliver different roles

- **PROFESSIONAL DELIVERY**
  - Performance driven; building competencies to deliver one’s roles better
Focus on Citizen Centricity and Governance Reforms

- Being respectful and sensitive to citizen
- Integrated & seamless delivery
- Capacity at the cutting edge
- Competence for high quality of service delivery
- Closing the citizen feedback loop
- Delivery based on roles

Citizen at Centre
iGOT Pilot Model has trained COVID Warriors and led India’s fight against COVID

12,73,276 Registered Users

17,66,793 Course Completion

14,06,564 Certificates Issued

Supporting content delivery in 12 Languages

Courses provided to Diverse Audience

- Doctors
- Nurses
- NCC Cadets, NSS Volunteers
- ASHA & Anganwadi volunteers
- Allied & Healthcare
- Technicians

Through Multiple Channels of Delivery

- Desktop Portal
- Mobile Browser
- Offline access – iGOT TV

Stats as on 24 July 2020
Thank You