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Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel and Training
(Training Division)

Block-IV, 3rd Floor, Old JNU Campus
Old JNU Campus, New Delhi-110067
Dated: 24th June, 2021

OFFICE MEMORANDUM

Subject: Webinars on National Programme for Civil Services Capacity Building (NPCSCB)- "Mission Karmayogi" held on 12.02.2021 and 15.02.2021- Inauguration by Cabinet Secretary on 12.02.2021.

The undersigned is directed to refer to the subject cited above and to forward herewith a copy of the Webinars Series Report on National Programme for Civil Services Capacity Building (NPCSCB)- "Mission Karmayogi" held on 12.02.2021 and 15.02.2021 for information and necessary action.

Encl: As above



(Manoj Gupta)

Under Secretary to the Government of India
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To:

As per list enclosed.

Copy to: Shri Sanjay Singh, Scientist D, NIC, DoPT with a request to upload the aforesaid report on DoPT's Website.



कार्मिक एवं प्रशिक्षण विभाग
DEPARTMENT OF
PERSONNEL & TRAINING

सत्यमेव जयते

MISSION

KARMAYOGI

Introduction to Capacity Building Webinars

Webinar Series Report

Contents

→ About the webinar series	01
→ Highlights from the inaugural session	01
→ Participation	02
→ Q&A segment	02
→ Feedback	02
→ Next steps	02
→ Appendix-I	03
→ Appendix-II	04
→ Appendix-III	05

About the webinar series

This series of webinar: *'Mission Karmayogi' Introduction to Capacity Building* - was aimed as a step forward in continuing the efforts of the Department of Personnel and Training (DoPT) to support the on-boarding of Ministries, Departments and Organisations (MDOs) onto the Integrated Government Online Training (iGOT) Karmayogi platform. The webinars were designed as an orientation course for all MDOs shortlisted for phase I of onboarding (Appendix-I).

These webinars featured 4 sessions focused on building an understanding of the various elements of the Framework of Roles Activities and Competencies (FRAC) process, including the pre-FRACing steps. Additionally, the webinars trained the officials on content development, content evaluation and quality framework, and onboarding process of content and users on the platform by practically exploring the features of the iGOT Karmayogi platform.

During the course of the webinars, participants had the opportunity to engage with the panelist through regular polls. Each session concluded with a rich questions and answers (Q&A) discussion where the participants took initiatives to better understand the content of the webinar series.

Date	Session	Title	Speakers	Key components
Feb 12	1	Framework of Roles Activities and Competencies (FRAC)	Dr Santhosh Mathew	Introduction to FRAC and its stages
	2	Pre-FRACing Process	Mr A Rabindranath Ms Nitika Jain	Introduction to the pre-FRACing stages
Feb 15	3	iGOT Karmayogi features; onboarding of users and content	Mr Dheeraj Srivastava Mr Rakesh Sashidharan	Introduction to iGOT Karmayogi features and user onboarding
	4	Content development and evaluation framework	Mr Anshu Kumar Mr Aritra Santra	Introduction to content development and evaluation on iGOT Karmayogi

Highlights from the inaugural session

The webinar series was inaugurated by Shri Rajiv Gauba, Cabinet Secretary, Government of India, in the presence of senior members of DoPT; Shri Deepak Khandekar, Secretary, DoPT; Shri Katikithala Srinivas, Establishment Officer, DoPT and Secretary to the ACC, Ms Rashmi Chowdhary, Additional Secretary (Trg.), DoPT, Shri S.D. Sharma, Joint Secretary (Trg.), DoPT and Shri Ankur Garg, Director (iGOT and DFFT), DoPT

“ *In times when knowledge and best practices get rapidly outdated, iGOT Karmayogi will enable us to rapidly expand the scope of capacity building efforts both horizontally as well as vertically.*

iGOT Karmayogi is a platform which will enable access to standardised content and world class resources which can be shared across all institutions. This is indeed is a game changing initiative.

-Shri Rajiv Gauba, Cabinet Secretary. ”

The virtual inauguration on 12th February 2021 featured a keynote address from the Cabinet Secretary and directional inputs from other dignitaries from the DoPT leadership. Secretaries and Nodal officers from 30 MDOs (Appendix-I) participated in the inaugural session. The webinar series was followed by a short questions and answers (Q&A session).

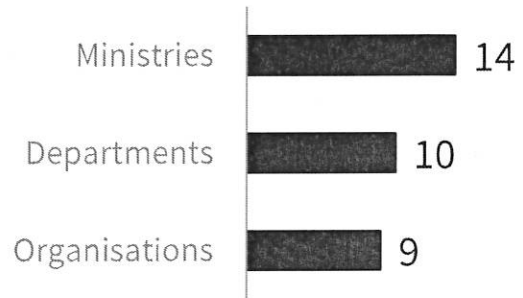
- Secretary, Ministry of Rural Development enquired about the outreach of the platform to the gram panchayat-level administration and the course migration process on iGOT platform.
- Secretary, Ministry of Housing and Urban Affairs shared his thoughts on the universality of the iGOT platform.
- Secretary, Ministry of Finance discussed the importance of the iGOT platform for defining roles and competencies of large sub-organisations within Ministries.
- Chairman, Central Board of Indirect Taxes and Customs shared his experience on the fast-paced onboarding of content on the iGOT platform.
- Secretary, Ministry of Steel suggested collaboration with existing training institutes in the Ministries.
- Secretary, Ministry of Environment, Forest and Climate Change emphasised on the importance of standardized behavioral modules applicable across Ministries.

Participation

The webinars were attended by the nodal officers and other representatives from MDOs that will be part of the 1st phase of onboarding on the iGOT Karmayogi platform and Ministries running flagship programmes. These MDOs included representation from:

- 12 MDOs part of the 1st phase
- 18 MDOs running flagship programs/projects in the Central Government

Overall, the webinar series had an overwhelming outreach of ~140 attendees on both days. These participants represented a total of 33 unique MDOs (Appendix-II) shown in the image on the right.



Graph showing representation of unique number of MDOs

The broad themes of questions from the participants during this session included:

- The 14 step FRAC process
- Implementation of FRACing for their MDO
- The 13-steps of pre-FRACing process
- Technical aspect of onboarding of users and content on the platform
- Content quality and evaluation framework of iGOT Karmayogi

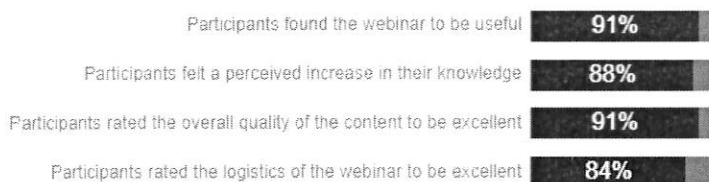
Q&A segment

The Q&A segment of the webinar series proved to be a useful tool in understanding the engagement levels of the participants.

On the first day we received 12 questions in the both verbal and written format. On the second day of the webinar, panelists addressed approximately 28 questions. Overall, the panelists addressed around 40 questions (Appendix-IV) asked by 20 different participants.

Feedback

The webinar series received constructive feedback from the participants to increase the reach and effectiveness of the content. It was suggested that the series should follow up with small group sessions for participants for further queries and clarifications. The webinar also had a short survey at the end of each session to understand its overall effectiveness. For the number of participants who responded to the survey, the percentage of satisfaction is shown in the image below.



Graph showing the satisfaction of the participants on 4 parameters of the effectiveness survey.

Next steps

The webinar series was acknowledged and highly appreciated by the participants. The next steps that emerged are as follows:

1. The webinar recordings and the relevant resources will be shared with all the participants for future reference.
2. The webinar will be hosted on the iGOT Karmayogi platform for the purpose of scaled access.
3. A Frequently Asked Questions (FAQ) page will be created by consolidating all the questions received from the participants. The link to the FAQ page will be made available to all the participants for further clarifications.
4. A bunch of follow-up working sessions will be organised for small groups of 5-7 members with a purpose of seeking clarifications on the FRACing process.

Appendix-I

List of MDOs identifies for phase-I of onboarding

i. List of pilot MDOs selected for phase-1 of onboarding

1. Ministry of Environment, Forest and Climate Change
2. Ministry of Finance (Department of Economic Affairs and Department of Revenue)
3. Ministry of Health and Family Welfare
4. Ministry of Petroleum and Natural Gas
5. Ministry of Power
6. Ministry of Railways (Recruitment Board)
7. Ministry of Road, Transport and Highways
8. Ministry of Steel
9. Ministry of Women and Child Development
10. Department for Promotion of Industry and Internal Trade
11. Department of Posts
12. Department of Rural Development

ii. List of MDOs implementing flagship programmes

1. Ministry of Electronics and Information Technology
 2. Ministry of Finance (Department of Economic Affairs)
 3. Ministry of Finance (Department of Financial Services)
 4. Ministry of Health and Family Welfare
 5. Ministry of Housing and Urban Affairs
 6. Ministry of Labour and Employment
 7. Ministry of Petroleum and Natural Gas
 8. Ministry of Power
 9. Ministry of Road, Transport and Highways
 10. Ministry of Skill Development and Entrepreneurship
 11. Ministry of Tourism
 12. Ministry of Women and Child Development
 13. Department for Promotion of Industry and Internal Trade
 14. Department of Agriculture, Cooperation & Farmer Welfare
 15. Department of Drinking Water and Sanitation
 16. Department of Rural Development
 17. Department of School Education and Literacy
 18. Department of Water Resources, River Development and Ganga Rejuvenation
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Appendix-II

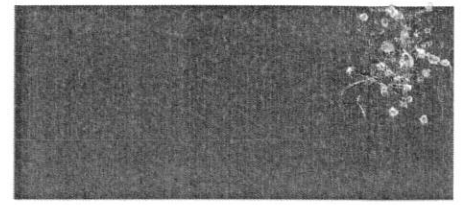
List of unique MDOs present for webinar series

1. Ministry of Electronics and Information Technology
2. Ministry of Environment, Forest and Climate Change
3. Ministry of Finance
4. Ministry of Health and Family Welfare
5. Ministry of Housing and Urban Affairs
6. Ministry of Labour and Employment
7. Ministry of Petroleum and Natural Gas
8. Ministry of Power
9. Ministry of Railways
10. Ministry of Road, Transport and Highways
11. Ministry of Skill Development and Entrepreneurship
12. Ministry of Steel
13. Ministry of Tourism
14. Ministry of Women and Child Development
15. Department for Promotion of Industry and Internal Trade
16. Department of Agriculture, Cooperation & Farmer Welfare
17. Department of Drinking Water and Sanitation
18. Department of Economic Affairs
19. Department of Financial Services
20. Department of Personnel and Training
21. Department of Posts
22. Department of Rural Development
23. Department of School Education and Literacy
24. Department of Water Resources, River Development and Ganga Rejuvenation
25. National Skill Development Corporation (NSDC)
26. National Academy of Customs, Indirect Taxes & Narcotics (NACIN)
27. National Academy of Direct Taxes (NADT)
28. Ernst & Young LLP
29. International Innovation Corps (IIC)
30. KPMG International Limited
31. PwC India
32. Tarento Technologies
33. Abdul Latif Jameel Poverty Action Lab (J-PAL)

Appendix-IV

List of key questions asked by participants

- What is the mechanism for reviewing the competencies suggested by departments?
- What is the incentive for departments to go through this structured competency mapping?
- Would the teams involved in content creation be taken to be competent in respect of the professional competency which the course is intended to address?
- Will it be possible to map the skills/competencies acquired by an incumbent outside of this ecosystem?
- Can MDOs use the profiling information to hunt a talent - at what level these access is available - for officers lower than "Director" level?
- Can you explain more on the competency passbook, how will the competencies be entered? What will be the criteria to identify and enter the competencies?
- Can you explain the FRACing steps 3-5 for large organisations?
- How will we be working on filling the gap or will we be removing the individual with low competency?
- Can we get model structure of the Internal FRACing Unit (IFU)
- If a ministry has two autonomous training institutes which are non -funded, can those be onboarded at this stage?
- Where will be the Content will be stored? Once the course is created, is there any time limit to publish it?
- How to sync the content existing LMS of respective departments as on date ? How is iGOT different from MOODLE?
- Is it proposed to upload the training programmes currently undertaken by a CTI?.
- Will there be any limit on the SCROM upload in terms of size or duration?
- Is there any list of Content Providers available? Who can publish the course? only the admin or other users will also have access/ right to publish the course? (of course, with due process followed for approval)
- Do the Institutes to pay for the services? What is the expenditure likely to be incurred by departments for onboarding the IFU?
- Will DOPT assist with required tools for content creation by various department ? or do they expect to create content on their own?
- Is this only for personnel who engage directly by the organisation? What if the organisations requires training of partners / external stakeholders in large number. Could we get the document that describes the fee part in detail?
- Who does the grading of the course? Is there any evaluation of Do component?
- Any Certificate will be given to Trainee once he finishes Online Course? Who will give them?
- Can development partners like ADB/ World Bank etc. engaged with NHA can also access these courses?
- Whether different persons are required to be appointed as Administrator, Content Creator, Content Reviewer and Content Publisher?
- What parameters would you say are critical for true user adoption of this platform? (especially the mechanism just showcased for content creation/reviewing)
- Is the bulk upload of users/ self registration by end-users in the Department already open?



Presented by



सत्यमेव जयते

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DEPARTMENT OF
PERSONNEL & TRAINING

in partnership with



CREATING
LEARNING
OPPORTUNITIES
FOR PUBLIC
OFFICIALS

&



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