

No. T-28/98/2024-iGOT-Part (2)

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Training Wing

Block-IV, Old JNU Campus, New Delhi -110067

Dated: 18th December, 2024

Office Memorandum

Subject: Guidelines for execution of Scoring System for Implementation of National Programme for Civil Services Capacity Building - Mission Karmayogi.

The undersigned is directed to refer to this Department's OM of even number **dated 18.12.2024 (copy enclosed)** vide which introducing of scoring system for implementation of National Programme for Civil Services Capacity Building - Mission Karmayogi was circulated to all Ministries/Departments to dedicate their efforts through their Capacity Building Units to maximize participation and adherence to the scoring framework in order to align the capacity-building plans and complete necessary activities, such as employee onboarding and competency mapping, to ensure successful integration into the scoring framework.

2. To provide a structured approach to the monitoring and evaluation activities necessary for such a large and significant program, a comprehensive M&E framework comprising of Key Performance Indicators (KPIs) has also been developed and notified vide this Department's O.M. **dated 08.08.2024 (Copy enclosed)**. KPIs are based on the program's key activities, which are crucial for achieving its objectives. The framework shall aid various stakeholders identified in Karmayogi Guidelines i.e. DoPT, SPV - Karmayogi Bharat (KB), Capacity Building Commission (CBC), Ministries/Departments/Organisations (MDOs) and Civil Services Training Institutes (CSTIs) in efficiently overseeing the implementation of Mission Karmayogi.

3. Now in continuation to the aforesaid O.Ms., the guidelines to execute the Scoring system are being issued detailing the roles and responsibilities of Ministries/Departments, Karmayogi Bharat, Capacity Building Commission and relevant timelines as under:

I. **Role of Ministries/Departments:** Ministries/Departments(M/D) shall -

- i. Ensure that all officials including contractual workforce and outsourced personnel are on-boarded on the iGOT Karmayogi platform hereby also referred to as iGOT.
- ii. Furnish information on employee strength at M/D Headquarters including contractual/outsourced workforce etc. (ref. DoPT's letter dated 29th October 2024, F. No.T-28/112/2024-iGOT) and submit requisite details through the Google Form (link provided in the aforementioned letter).
- iii. Ensure that correct information on employee strength is updated on iGOT Karmayogi Platform through department's MDO admin portal under Staff Details tab.
- iv. Validate the officials on-boarded on the platform under respective Ministry/Department. Officials who are incorrectly mapped to a M/D shall be marked as "Not my User" through MDO Admin portal.
- v. Identify the domain competencies required by officials at all levels in the M/D and
- vi. Communicate the domain competency requirement to all officials via circulars and internal notifications. This activity shall be completed within 2 months from the date of issue of this OM.
- vii. Update the ACBPs of the respective M/D to reflect the identified domain competencies. All ACBPs shall incorporate identified domain competencies, ensuring inclusion of domain courses in the respective training calendars.
- viii. Upload the designation wise domain competency requirement and proficiency level on iGOT Karmayogi Platform with the support of SPV-KB.
- ix. Ensure that courses are tagged to all identified competencies and proficiency level.
 - a. For the competencies that already have corresponding courses on iGOT Karmayogi portal, map the courses to all employees through the "Training Plan". This would ensure that users can view the list of courses he/she has to undertake on the "My iGOT" section of the portal.
 - b. For competencies that do not have any existing course on iGOT, M/Ds shall ensure availability of courses on priority on the platform. If a Subject Matter Expert (SME) from within the M/D (including the training institutes) is available, services of agencies empanelled by SPV-KB may be utilised for creating courses. If an in-house SME is not available, M/D can request SPV-KB to procure/create the courses from outside the M/D (including private institutions).
- x. Monitor progress regularly on various KPIs (Ref. DoPT's letter dated 8th August 2024, No.T-28/62/2024-iGOT) and encourage officials to take up ACBP courses on iGOT.

II. Role of Capacity Building Commission: CBC shall –

- i. Assist Ministries/Departments by enabling CBUs to conduct the process of identification of domain competency requirement of each M/D.
- ii. Guide the M/Ds in the process of updating the ACBPs of the to reflect the identified domain competencies.
- iii. Utilize its network of knowledge experts to facilitate M/Ds for course creation on domain competencies identified by M/Ds.

III. Role of SPV-Karmayogi Bharat: The SPV – KB shall -

- i. Enable the mapping of all courses to the competencies and proficiency level.
- ii. Facilitate data cleaning on the iGOT portal by providing support to the MDO admins to ensure user profiles reflect their correct MDO, and designation/role.
- iii. Ensure that functionality to upload staff details is available on MDO admin portal for each M/D.

- iv. Facilitate creation of courses by SMEs in the M/D. If in-house SME is not available for any competency, KB shall procure/create such courses on demand.
 - v. Make M/D scorecards available on MDO Leader and MDO admin portals with clear visibility of scores for each criterion. M/Ds shall use these scorecards for real time tracking of their progress in Mission Karmayogi.
 - vi. Develop the Karmayogi Dashboard for enabling, inter alia, -
 - a. Insights to drive decision making
 - b. Seamless access to required information
 - c. Key Performance Indicators for all Departments
 - d. Relative rankings of all Departments based on the Departmental Scorecards
 - e. Top 5 Ministries/Departments every quarter based on Departmental Scorecards
- IV. **Role of DoPT:** DoPT shall -
- i. Coordinate with various stakeholders to facilitate the implementation of Scoring System and Mission Karmayogi and provide requisite guidance and support
 - ii. Review, refine, and update the Scoring System, revising focus areas as and when necessary.
 - iii. Oversee and monitor the performance of Ministries/Departments (M/Ds) vis-à-vis the Key Performance Indicators (KPIs) outlined in the Monitoring and Evaluation (M&E) framework and the Scoring System

4. All Ministries and Departments are requested to ensure strict adherence and compliance with the aforementioned guidelines to facilitate successful assessment of the KPIs using the scoring framework as outlined.

Digitally signed by
Rajeev Kumar Choudhary
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Under Secretary to the Government of India

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To

Secretaries to all the Ministries /Departments of the Government of India

Copy to:

- (i) PSO to Secretary (P)
- (ii) Secretary, Capacity Building Commission
- (iii) CEO, Karmayogi Bharat

No.T-28/98/2024-iGOT-Part(2)
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Ministry of Personnel, Public Grievances and Pensions
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Block-IV, Old JNU Campus,
New Delhi -110067
Dated: 18th December , 2024

Office Memorandum

Subject: Scoring System for Ministries/Departments for Implementation of the National Programme for Civil Services Capacity Building (NPCSCB) - Mission Karmayogi.

The undersigned is directed to say that the National Programme for Civil Services Capacity Building (NPCSCB) - Mission Karmayogi, approved by the Union Cabinet on 2nd September 2020, aims to transform from a rule-based to a role-based Human Resource (HR) system, with a focus on building a citizen-centric and future-ready civil service. Competency-driven training is being imparted through the iGOT-Karmayogi digital learning platform, managed by the SPV - Karmayogi Bharat. The platform offers anytime anywhere learning for all government officials to enhance their capacity development.

2. The iGOT portal, a key pillar of Mission Karmayogi has achieved substantial progress. As of today, more than 47 lakh officials from various central and state departments and organizations have been successfully on boarded on the platform, gaining access to 1500+ courses relating to a range of domain, functional and behavioral competencies.

3. Mission Karmayogi aims to cover all employees across different Ministries, Departments, and Organizations (MDOs) of the Union Government. Hence, all MDOs are responsible for its effective implementation. To provide a structured approach to the monitoring and evaluation activities necessary for such a large and significant program, a comprehensive M&E framework comprising of Key Performance Indicators (KPIs) has already been developed and notified. KPIs are based on the program's key activities, which are crucial for achieving its objectives.

4. The Department of Personnel & Training being the nodal agency for the implementation of the Mission Karmayogi and matters related to training of civil servants has developed a Scoring System for all central Ministries/Departments (M/Ds) to ensure that through their respective Capacity Building Units, the Ministries/Departments focus their efforts on the organizational KPIs.

5. The scoring system will play a crucial role in recognition of the top performing M/Ds which will further catalyze the adoption of the iGOT Karmayogi platform. The key highlights of the proposed Scoring System are as under:

- i. The Scoring System quantifies efforts and measures the success of Ministries/ Departments in implementing capacity-building initiatives;
- ii. It focuses on four broad areas including, user on-boarding, availability of KYM on iGOT, course completion, and implementation of Annual Capacity Building Plan (ACBP). The score will capture information across these parameters;
- iii. Indicators across the parameters will have weights assigned to them, and score for each M/D shall be the weighted sum of their performance on these criteria. The scores would be published on the iGOT portal.
- iv. M/Ds shall be ranked based on their total score. Top 5 M/Ds shall be recognized on the Civil Services Day for their outstanding performance in capacity building.

6. The details of the weights assigned to each parameter and the modality proposed to be used to evaluate each parameter are placed at **Annexure-I**. A provisional ranking of the Ministries /Departments based on the current status will be shared separately. The M/Ds are requested to maximize their efforts through their Capacity Building Units to align their capacity-building plans and complete necessary activities, such as employee on-boarding and competency mapping, to ensure full utilization of the iGOT platform.

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To

Secretaries to all the Ministries /Departments of the

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- (i) PSO to Secretary (P)
- (ii) Secretary, Capacity Building Commission
- (iii) CEO, Karmayogi Bharat

Annexure I

The scoring criteria will be as shown in the table below:

S. No.	Focus Area	Criteria	Weight (%)	Formula
1.	User onboarding on iGOT	% of employees onboarded on iGOT	5	Number of employees registered on platform/Total number of employees working in department including contractual workforce & others
2.	Availability of KYM on iGOT	KYM of the Ministry/Department live on iGOT	10	Whether KYM of respective Ministry/Department is live or not on iGOT
3.	Course Completion	% of employees who have completed at least three evaluated courses on iGOT	15	Number of employees who have completed at least three evaluated courses on iGOT/Total number of employees from the respective department onboarded on iGOT
4.	ACBP implementation	Identification and mapping of level-wise domain competencies* on iGOT	10	Whether Ministry/Department has identified and mapped level-wise domain competencies on iGOT or not
5.	ACBP implementation	% of identified domain competencies for which courses have been identified/published on iGOT by the M/D	40	Number of Domain competencies for which courses have been identified or published on iGOT/Total number of domain competencies identified by Ministry/Department
6.	ACBP implementation	% of ACBP man-hours completed on	20	Total man-hours completed by officials

	iGOT by employees of the M/D	from ACBP recommended iGOT courses/Total man- hours suggested on iGOT as per ACBP
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