

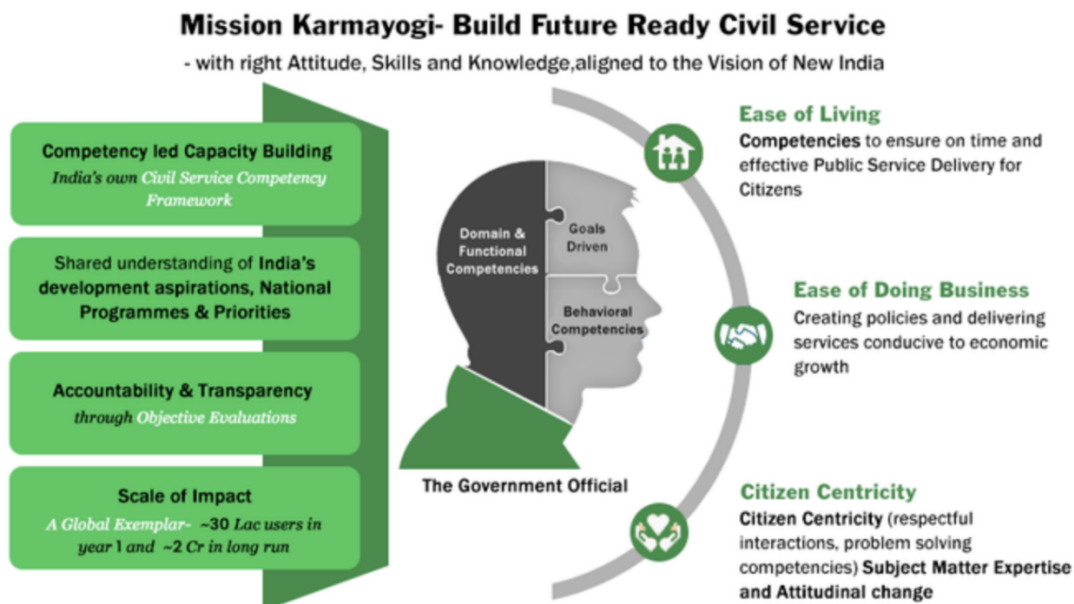
Mission Karmayogi

Why in news?

Recently, Mission Karmayogi was in the news with reference to various achievements and positive impacts it created on the society.

What is Mission Karmayogi?

- **About-** It is a ***National Programme for Civil Services Capacity Building***.
- **Aim-** To *transform India's three million civil servants* into *citizen-centric*, future-ready and result-oriented karmayogis.
- **Implementation-** Ministry of Personnel, Public Grievances and Pensions.
- **Paradigm shift-** Shift from rule to role-based training and capacity building, this means training is no longer generic but tailored to the specific needs, responsibilities, and aspirations of individual officials.
- **Competency driven framework-** In alignment with the National Training Policy (2012), Mission Karmayogi adopts a competency-driven approach that encompasses attitudes, skills, and knowledge (ASK) necessary for public officials to perform their duties effectively.
- **Lifelong learning-** The use of technology plays a pivotal role in democratizing access to world-class capacity building resources, ensuring that learning is ongoing and inclusive.
- **Moving beyond silos-** This approach not only improves coordination and efficiency but also promotes a holistic and integrated approach to governance, aligning with the broader vision of Viksit Bharat by 2047.
- **Karmayogi Prarambh module-** It is an online orientation course for all new appointees in various government departments that would provide a code of conduct for government servants, including directives on workplace ethics and integrity.
- **70-20-10 mandate-**
 - 70% of learning comes from on-the-job experiences and reflections.
 - 20% is derived from interactions and working with others.
 - 10% comes from formal training programs.



What are the major positive changes witnessed via this mission?

- **PM Gati Shakti platform:** Training provided by this mission integrated all legal and geographic layers, including forests, wildlife sanctuaries, roads and railway lines, as well as planning and execution of mega infrastructure projects.
- **Citizen centric approach-** It partnered with the Ministry of Home Affairs to train over 50,000 police personnel in Union Territories to promote a service-oriented approach.
- **Promoted tourism-** Enhanced police training has contributed to a surge in tourism, with nearly 21 million tourists visiting Kashmir in 2023, indicating improved public security.
- **iGOT Karmayogi Bharat-** Capacity Building Commission (CBC) curated an online learning module on emerging technologies like Artificial Intelligence, Internet of Things, Big Data analysis which was uploaded on the online learning portal.
- **Railway reforms-** citizen satisfaction on service provision and solution response increased by 1.5 to 1.9 times after the training.
- **Gramin Dak Sevaks-** Over 4 lakh Gramin Dak Sevaks and nearly 1 lakh village-level CSCs under the Ministry of Electronics and IT were trained in enhanced citizen service delivery.
- **Tax reforms-** CBC partnered with the Central Board of Direct Taxes to curate an online module on systemic solutions to repeated taxpayer grievances.
- **Municipal reforms-** Services, infrastructure and public goods like drinking water, sanitation, and roads delivered by municipal governments witnessed a positive change after the training courses.
- **Administrative reforms-** Indian Institute of Public Administration assessed the impact by seeking inputs on recently trained staff from their supervisors and reported increased proficiency in data analytics and e-governance tools.
- **Local government capacity building-** Pilot projects in cities like Ahmedabad, Nagpur, and Mysuru focused on enhancing the skills of municipal staff.



What lies ahead?

- Improved governance and efficient and competent civil services are required for achieving India's ambitions.
- To aspire *Vision 2047* dream of becoming a manufacturing hub in the global supply chain, critical exporter of value-added services and mass supplier of human skills to an ageing developed world, Mission Karmayogi is a step in a right way.
- Mission Karmayogi can make our civil services more capable of doing what is needed to achieve the 30 trillion dollars economy by 2047.

References

1. [Indian Express- Mission Karmayogi](#)
2. [CBC- About Mission Karmayogi](#)