GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)

No. 2020/E(Trg)/30/14 **New Delhi dt: 24.03.2021**

The General Managers/CAOs,
All Zonal Railways/PUs.
COFMOW, New Delhi.

The Director Generals/Director,
RDSO, Lucknow.
Central Training Institutes.

Sub: Mission Karmayogi – National Program for Civil Service Capacity Building (NPCSCB).

Mission Karmayogi – the National Program for Civil Service Capacity Building (NPCSCB) has been initiated by DoP&T subsequent to approval of the Union Cabinet. It seeks a paradigm shift in enhancing the capacity of the Civil Servants by building their behavioral, domain and functional competencies, creating a framework of shared resources and transitioning from a 'rules-based' system to the roles-based' system. The focus of the initiative is on building service capacity and enhancing the quality of citizen-government interface and securing greater citizen satisfaction in all sphere of public services. The initiative broadly consists of –

i. **Content/course creation and publishing on iGOT digital platform** : The iGOT-Karmayogi Platform is to eventually evolve into a vibrant and world class marketplace for content modeled on FRACs where carefully curated and vetted digital e-learning content will become available as training modules on 'anytime, anywhere' basis. It will facilitate individual learners to acquire his/her competencies and follow self driven as well as mandated learning path to enhance their skill as a civil servant.

ii. **Onboarding of MoR on iGOT digital platform** : Onboarding refers to the action or process of enlisting users/learners onto the iGOT Karmayogi Platform.

iii. **Rollout of 'Framework of Role Activities and Competencies – FRAC** : The exercise for defining the Framework for Roles, Activities and Competencies including skill (FRACs) is intended to be carried out and integrated with iGOT Karmayogi Platform. FRACs exercise will define the content of various roles and activities through a granular expostulation of each position organized in a coherent manner. The behavioural, functional and domain competencies thus revealed will enable a position holder to discharge his/her responsibility more effectively by acquiring the requisite attitudes, skills and knowledge.

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1.1. A detailed outline of the various frameworks of the Mission Karmayogi initiative is attached as Annexure – A.

2. Board has approved to roll out the Mission Karmayogi across the Indian Railways and following action plan has been approved :

i. DG/NAIR and DGs/other CTIs shall be the Nodal authorities on behalf of Indian Railways for creating and publishing contents/courses on the iGOT platform for the respective Departments.

ii. All the railway units i.e. Railway Board, Zones & Divisions, PUs, CTIs etc. shall create an 'NPCSCB' Cell preferably under the AGM/HAG level officer to carry out onboarding of officials on iGOT digital platform including FRACing.

3. The AGMs supervising 'NPCSCB' Cell shall be the Nodal Officer for the respective railway unit i.e. Zones, PUs, CTIs etc. Details of the Nodal officer (Name, Designation, nic mail ID & mobile no.) shall be informed to Railway Board office at trainingbranch.rb@gmail.com and jitendra.kumar3@gov.in for onboarding them on iGOT and further liasioning on the matter.

4. These instructions along with annexures have also been uploaded on the Railway Board Website under the link : 'For IR Personnel → Training Circulars'.

24.03.2021

(**Deepak Peter Gabriel**)
Pr. Executive Director (IR)
as Pr. Executive Director (T&MPP)
Railway Board

Encl: As above.

Copy to:

1) The OSD/PSO/PPS/PS for information of Chairman & CEO, Member(Finance), Member(Infra), Member(O&BD), Member(Tr & RS), DG(HR), DG(RHS), DG(RPF), DG(Safety) & Secretary, Railway Board.

2) All Officers and Branches of Railway Board.

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Annexure- A

'Mission Karmayogi' - the National Programme for Civil Service Capacity Building (NPCSCB) has been approved by the Government on 2nd September, 2020. This programme proposes a paradigm shift in enhancing the capacity of the civil servants by building their behavioral, domain and functional competencies, creating a framework of shared resources and transitioning from a 'rules-based' system to the roles-based' system. It will not only democratize learning across geographies and hierarchies but will also create a future-ready civil service that learns from the best in class institutions, while remaining rooted in the Indian culture, sensibilities and works for achievement of national aspirations.

2. The NPCSCB will cover all civil servants, holders of civil posts, temporary hires etc who discharge the responsibilities assigned to the different Ministries, Departments, Organisations and agencies of the Union Government. The NPCSCB has six key pillars -.

i. Policy Framework,
ii. Institutional Framework,
iii. Competency Framework,
iv. Digital Learning Framework **iGOT-Karmayogi** i.e. Integrated Government Online Training Karmayogi Platform,
v. The electronic Human Resource Management System (e-HRMS) and
vi. The Monitoring and Evaluation Framework

3. The initiative needs to be implemented in following 03 frameworks –

i. Content/course creation and publishing on iGOT digital platform;
ii. Onboarding of MoR on iGOT digital platform; and,
iii. Rollout of 'Framework of Role Activities and Competencies – FRAC.

3.1. Content/course creation and publishing on iGOT digital platform :

3.1.1. Content is arguably the most important component of the iGOT digital platform which will play a critical role in the success of the Mission Karmayogi. To drive adoption, the content to be onboarded need not only engaging but is also of high quality so that there is substantial impact on the competency level enhancement of learners. Thus, learner-centred, action-oriented and transformative content needs to be uploaded on the platform.

3.1.2. Types of content that will be onboarded on the platform will be guided by two broad dimensions –

a) Learning Urgency – Its ingredients contains (i)Mandatory learnings targeted to the competency requirement of a role, (ii)Recommended learnings to help individual to progress in their career & build expertise and (iii)Open Courses to allow learners to expand their knowledge and skill.
b) Learning Model – Contents will be created for face-to-face classroom based learning, flipped learning, online remote classroom, online courses & blended courses.

3.1.3. A content can be any one or combination of videos, lecturers, presentations, webinars, interactive, case studies, quizzes, assessments, simulations, acts, rules, journals, research papers, etc. in the form of PPTs, PDFs, websites and online links.

Structure of these content will be Resource > Module > Course > Programs wherein the smallest learning entity will be 'Resource' which will be consumed by a learner. A resource would be in one of the multiple formats supported on iGOT platform – pdf, video, interactive e-learning, webpage, assessments/quiz, link etc. further, multiple resources uploaded on the platform may be stitched together in a logical sequence to form a module and so on.

3.1.4. The entire process from authorization of course creation to its publication on Karmayogi platform will have 4-level key players in each Ministry/Deptt. i.e. Administrator > Content Creator > Content Reviewer > Content Publisher. The role of the 'content creator' is to create an adaptable content on the platform which is reviewed and verified by the 'content reviewer' before it is published on the platform by the 'content publisher'.

3.2. Onboarding of MoR on iGOT digital platform :

3.2.1. Onboarding refers to the action or process of enlisting users/learners onto the iGOT Karmayogi Platform. Department needs to complete the pre-requisites like creating a list of users with necessary data who will be onboarded on the platform along with their roles.

3.3. Rollout of 'Framework of Role Activities and Competencies – FRAC :

3.3.1. The exercise for defining the Framework for Roles, Activities, and Competencies including skills (FRACs) is intended to be carried out by each railway unit and integrated with the iGOT-Karmayogi Platform. FRACs exercise will define the content of various roles and activities through a granular expostulation of each position organized in a coherent manner. The behavioural, functional and domain competencies thus revealed will enable a position holder to discharge his/her responsibility more effectively by acquiring the requisite attitudes, skills and knowledge.

3.3.2. The entire gamut of FRACing is 15-step process which contains pre-requisites on part of each railway unit like identifying each single position/post, its role, activities, competencies, learning resource and competency. A sample template for the FRACing exercise is attached as Annexure-A for information please.

4. A Special Purpose Vehicle (SPV) in the form of a not-for-profit company is to be incorporated as a 100% government owned entity for implementation of the scheme. A mandatory subscription Based Revenue Model enabling the participation of all Ministries, department, entities of the Government of India and willing state government has been designed to partly fund the program. DoP&T will fix and convey the proposed to be a sum of Rs. 431 per employee of the concerned Ministry/Department/ Organisation or Agency of the Union Government as enrollment fee for the first year of subscription.

5. DoP&T have prepared handbooks on the above 03 frameworks detailing role and requisites on the part of each Ministries/Departments i.e. work units. Copies of the same are attached as Annexures A-1, A-2 & A-3 for ready reference.

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