

Mission Karmayogi: Transforming Capacity Building in Urban Governance

The Civil Services play a central role in governance and delivery of public services. Their role ranges from steering formulation of public policies to devising and operating the mechanisms that deliver on the ground to its citizens. Throughout their career, civil servants contribute to the process of public policy formulation, implementation, monitoring, and analysis. Hence, it is essential that they be equipped with the right attitudes, skills, knowledge and competencies aligned to the demands and expectations of a rapidly growing economy and its increasingly aspirational citizens.

The Union Cabinet chaired by Hon'ble Prime Minister Shri Narendra Modi approved launching of "Mission Karmayogi"- a National Programme for Civil Services Capacity Building (NPCSCB) on September 02, 2020 **under the Ministry of Personnel, Public Grievances and Pensions**. Mission Karmayogi is a transformational reform initiative of the Government of India. The Mission seeks to build a professional, competent, technology-enabled, and citizen-centric civil service equipped to meet the challenges of a rapidly evolving governance landscape.

As one of the largest public-sector capacity-building programmes in the world, Mission Karmayogi aims to transform approximately **1.5 crore government officials** across the Centre, States, and Local Bodies through a competency-driven approach to learning and development.

INSTITUTIONAL FRAMEWORK

Mission Karmayogi is supported by a multi-tier governance architecture.

Prime Minister's Human Resource Council (PMHRC): Provides strategic direction and leadership for civil service reforms and capacity building.

Cabinet Secretariat Coordination Unit (CSCU): Monitors implementation and facilitates inter-ministerial coordination.

Capacity Building Commission (CBC): Standardizes training quality, promotes best practices, and supports institutional capacity development.

Karmayogi Bharat: Operates and manages the iGOT Karmayogi platform and learning ecosystem.



For the Ministry of Housing and Urban Affairs (MoHUA), Mission Karmayogi serves as a strategic enabler for strengthening urban governance by building the capabilities of officials engaged in planning, implementation, and delivery of urban development programmes for MoHUA.

TRANSFORMING GOVERNANCE THROUGH CONTINUOUS LEARNING: RATIONALE BEHIND MISSION KARMAYOGI

India's governance ecosystem is becoming increasingly complex, technology-driven, and citizen-focused. Traditional training systems, while valuable, often relied on periodic interventions and role-independent learning models.

Mission Karmayogi addresses these challenges by creating a continuous learning ecosystem that enables public officials to develop competencies aligned with evolving roles, responsibilities, and national priorities.

Key Challenges Addressed by iGOT Karmayogi



Fragmented and intermittent training systems.



Limited opportunities for **continuous learning**.



Silo-based working across departments.



Inadequate competency mapping.



Rule-based rather than role-based human resource management.

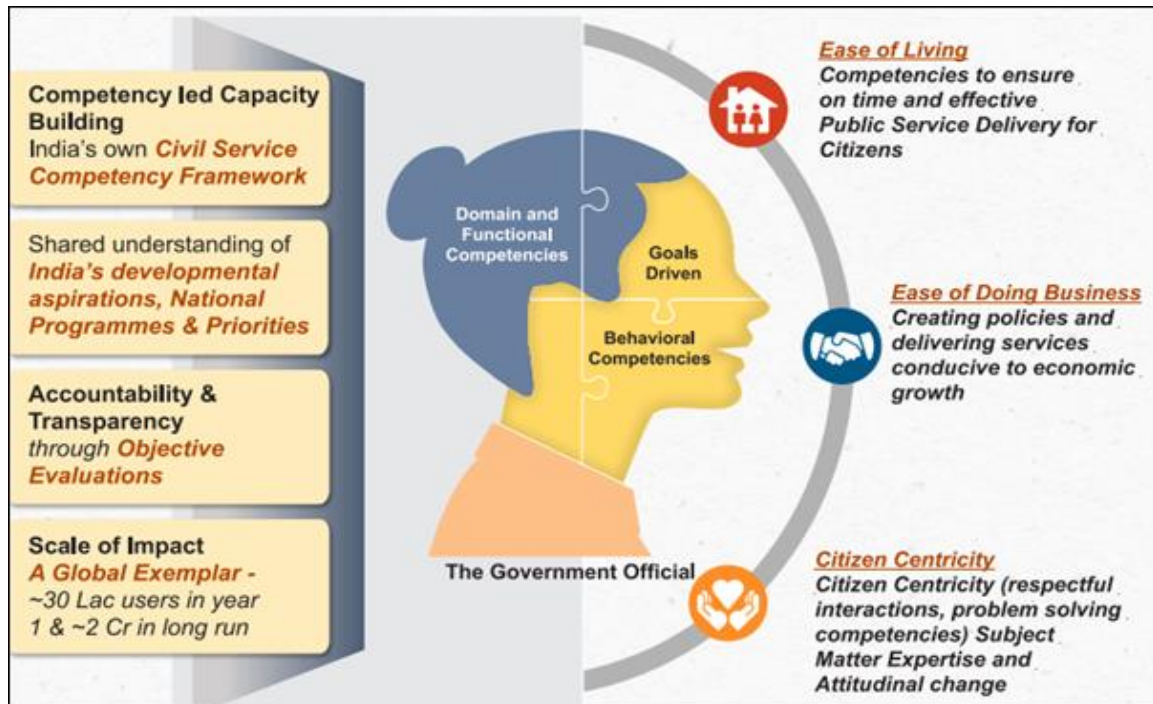


Limited **integration** between learning and career progression.



Citizen Satisfaction Improved quality of public services

VISION OF THE MISSION KARMAYOGI



KEY OBJECTIVES OF THE MISSION KARMAYOGI

- Develop future-ready civil servants.
- Promote lifelong learning and professional development.

- Align competencies with organizational goals.
- Improve citizen service delivery.
- Enable transparent and data-driven human resource management.

FRAMEWORK OF THE MISSION KARMAYOGI

From Rules-Based to Roles-Based Governance

Mission Karmayogi promotes a paradigm shift from traditional rule-based administration to a competency-driven, role-based human resource management system. The guiding principle is:

"Right Person for the Right Role at the Right Time"

Through competency mapping, personalized learning pathways, and performance-linked development, public officials are empowered to continuously enhance their professional capabilities throughout their careers.

SIX PILLARS OF MISSION KARMAYOGI

1. Policy Framework

A robust policy architecture that promotes continuous learning and competency-based capacity building.

2. Competency Framework (FRAC)

Framework of Roles, Activities and Competencies (FRAC) enabling systematic identification of knowledge, skills, and behavioural requirements for each role.

3. Institutional Framework

A dedicated governance structure for planning, implementation, monitoring, and oversight.

4. iGOT Karmayogi Platform

A digital learning ecosystem providing access to high-quality learning resources and competency-based training.

5. e-HRMS Integration

Strategic human resource management through integration of employee profiles, competencies, and learning records.

6. Monitoring & Evaluation Framework

Real-time analytics, performance monitoring, and data-driven decision-making.

INTEGRATED GOVERNMENT ONLINE TRAINING PLATFORM - IGOT KARMAYOGI

Integrated Government Online Training (iGOT) Karmayogi is the digital learning platform that provides anytime, anywhere, any-device access to curated learning resources. It

enables self-directed and guided learning pathways, competency assessments, and personalized recommendations aligned with career progression.



LEARNING JOURNEY FLOW

The Learning Journey under Mission Karmayogi represents a structured pathway for continuous professional development. It begins with Role Identification, followed by Competency Assessment to determine individual learning needs. Based on these insights, Learning Recommendations guide officials toward relevant courses on the iGOT Karmayogi platform. Successful Course Completion leads to Certification, which in turn supports Career Development and progression. This systematic approach ensures that every official's growth is aligned with organizational goals and national capacity-building priorities.

COMPETENCY DEVELOPMENT PROCESS

Your Path to Growth and Success



MISSION KARMAYOGI AT MOHUA

The Ministry of Housing and Urban Affairs is actively implementing Mission Karmayogi across its departments, attached offices, organizations, and urban governance ecosystem. Key focus areas include:

Mission Karmayogi at MoHUA

Empowering Urban Governance Through Capacity Building



Capacity Building Planning

Annual Capacity Building Plans aligned with organizational priorities.



Competency Mapping

Role-Based Skills for Urban Sector Officials.



Digital Learning Adoption

iGOT Karmayogi Platform & E-Learning Initiatives.



Institutional Strengthening

Enhancing Training Institutes & Knowledge Centres.



Urban Governance Excellence

Supporting Flagship Programs:

- AMRUT
- Smart Cities Mission
- PMAY-U
- Swachh Bharat Mission–Urban
- DAY-NULM
- Urban Transport Initiatives
- Municipal Governance Reforms

Building a Future-Ready Urban India

Expected outcomes include:

Expected Outcomes of iGOT Karmayogi



Enhanced Service Delivery Faster, more responsive citizen services.



Improved Governance Efficiency Better planning, implementation, and monitoring.



Stronger Institutional Capacity Skilled workforce capable of driving urban transformation.



Data-Driven Decision Making Competency analytics and evidence-based workforce development.



Citizen Satisfaction Improved quality of public services and governance outcomes.

Mission Karmayogi represents a transformational shift in the way public officials learn, develop, and contribute to nation-building.

By fostering a culture of continuous learning, competency development, and citizen-focused service delivery, the Mission is creating a future-ready workforce capable of delivering the aspirations of a rapidly developing India.

For MoHUA, Mission Karmayogi serves as a critical pillar for strengthening urban governance and enabling sustainable, inclusive, and resilient urban development across the country.