No. T-28/62/2024-iGOT
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
(Training Wing)
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Block-IV, 3rd Floor,
Old JNU Campus, New Delhi-110067
Dated: 8th August, 2024

Office Memorandum
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Subject: **Monitoring & Evaluation Framework for National Programme for Civil Services Capacity Building (NPCSCB) – Mission Karmayogi- reg.**
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The undersigned is directed to refer to the subject cited above and to state that the National Programme for Civil Services Capacity Building (NPCSCB) - Mission Karmayogi aims at transitioning from a 'rule-based' to a 'role-based' HR system and creating civil servants with a global outlook while being rooted in Indian ethos.

2.   The **Monitoring and Evaluation (M&E) Framework** is one of the six pillars of Mission Karmayogi. It provides a structured approach and facilitate the adoption of modern technological tools such as digital platforms, artificial intelligence, machine learning, and data analytics for monitoring and evaluating the progress of the programme, with a particular focus on the quality of learning content, user feedback assessment, and competency evaluation.

3.   The framework is intended to enable the monitoring and evaluation of the performances of all stakeholders of the iGOT-Karmayogi platform on **Key Performance Indicators (KPIs).** A single-source-of-truth Dashboard on the iGOT portal is proposed to capture the KPIs for all ministries, departments, organisations and agencies of the government and document the outcomes of current initiatives, the targets against goals (including KPIs from the iGOT-Karmayogi dashboard) along with the roadmap for future Public HR Management and Capacity Building. A summary of the KPI areas in tabular form and detailed measurable indicators for each area are included in **Annexure.**
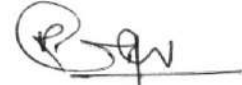
4.   All Ministries/Departments/Organizations (MDOs) and Civil Service Training Institutes are the key stakeholders of the framework and DoPT will be working as the nodal agency that will oversee the monitoring and evaluation of Mission Karmayogi at the national level. To ensure the proper implementation of the KPIs, roles and responsibilities have been assigned to the stakeholders as under:

Stakeholders	Responsibilities
DoPT	DoPT will review and monitor the progress of all M&E activities related to NPCSCB in consultation with CBC and SPV-KB on a monthly/quarterly basis or as the need arises.
	DoPT will coordinate between stakeholders of Mission Karmayogi for effective implementation of the M&E framework in MDOs.
	DoPT will present/share the analysis report from the M&E framework with PMHRC, CSCU and Steering Committee at regular intervals.
MDOs	Capacity Building Units (CBUs) in the respective MDOs will be responsible for reviewing and monitoring their KPIs on a regular basis. Administrative Ministries and Departments will also monitor the KPIs of their attached/subordinate offices/organisations.
	Dedicated personnel will be identified in each MDO for collection and reporting of data. This will be done till a fully functional M&E dashboard is developed on the iGOT portal.

SPV-KB	KB will enable an M&E Dashboard on iGOT portal, where KPIs related to Mission Karmayogi will be featured to present the consolidated information about the progress made by MDOs.
	KB will provide a platform for MDOs/CBC to report data/information that does not emanate from the iGOT-Karmayogi and ensure that the information flows to the M&E Dashboard.
CBC	Capacity Building Commission will analyse the data generated through the M&E framework that will be used to improve capacity building efforts like content creation, competency mapping etc. Inference from the analysis will also be reported in the Annual Report of the CBC and will be used in creating the National Capacity Building Plan.
	CBC will provide analysis and reports related to accreditation, Capacity Building Plans, Quality Improvement Plan and Centres of Excellence (CoE) at the CSTIs from the NSCSTI portal.

5. The primary responsibility of disseminating data for monitoring the progress of the Mission lies with SPV-KB. A Dashboard will be provided on the iGOT portal which will be accessible to all MDOs displaying the KPIs for their respective organisations. This will help MDOs to monitor the progress in implementation of the Mission. At the highest level, the Dashboard will have information for all the employees displaying the KPIs at various levels of granularity, viz. individual level, MDO level, and the overall govt level.

6. All MDOs and the other stakeholders of the Mission Karmayogi are requested to ensure compliance with this O.M.

(Rajeev Kumar Choudhary)
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To,

1. All Secretaries to the Ministries /Departments of the Government of India
2. Directors /DGs /Head of CSTIs
3. CEO, Karmayogi Bharat
4. Secretary, Capacity Building Commission
5. NIC, DoPT with to upload the OM in the DoPT's website.

Annexure

KPI	Focus area	Indicators	Frequency	Responsibility
KPI-1	Formation of CBU	Ministry/Organisation level	Quarterly	MDO
KPI-2	Onboarding on iGOT	MDO leader, officials, PwD, States, Gender	Real Time	MDO/SPV
KPI-3	Implementation of CBP	CBP approval, embedding of CBP, mapping of competencies, publishing of identified courses, course consumption (on iGOT)	Quarterly	MDO
KPI-4	Availability of content and competencies on iGOT	Onboarding of F,B,D courses as per competencies, immersion program, course digitised, quality courses	Quarterly	MDO/SPV
KPI-5	User engagement	4+ ratings, user participation in survey	Quarterly	SPV
KPI-6	iGOT features	Enabling hubs, competency passbook, integration of e-HRMS, Manuals	Quarterly	SPV
KPI-7	Performance of CBC	Civil services report, NSCSTI, accreditations, QIP, Global HR Summit	Quarterly	CBC
KPI-8	World bank Loan agreement	Gender, environment, climate related courses on iGOT, and its consumption	Annually	SPV
KPI-9	Centre of Excellence	Identification of Domain areas and formation of CoE	Annually	MDO/CBC
KPI-10	Other	Languages of content on iGOT, Uploading of Training calendar	Half yearly	MDO/SPV

KPI-1: Formation of Capacity Building Units in MDOs

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
Formation of CBUs in Ministries /Departments	Official order	Quarterly	MDO
Formation of CBUs in Organizations	Official order	Quarterly	MDO

KPI-2: Onboarding on iGOT from MDOs and States

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
M/Ds with assigned MDO Leader	iGOT	Real time	MDO
% official registered	iGOT	Real time	MDO
% officials registered (by gender)	iGOT	Real time	MDO
% PwD official registered	iGOT	Real time	MDO
Number of States onboarded	MoU signed	Quarterly	SPV

KPI-3: Implementation of Capacity Building Plan in MDOs

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
MDOs with approved CBPs	MDO/CBC	Quarterly	MDO
MDOs with CBPs embedded on iGOT	iGOT	Monthly	MDO
MDOs with Mapped behavioural and functional competencies	iGOT	Quarterly	MDO
MDOs with Mapped domain competencies	iGOT	Quarterly	MDO
%CBP suggested courses identified /published on iGOT(D)	iGOT/MDO	Quarterly	MDO
%CBP suggested courses identified/published on iGOT (B,F)	iGOT/MDO	Quarterly	MDO
% Official completed CBP mandated courses	iGOT	Real time/Monthly	MDO

KPI-4: Availability of Content and competencies on iGOT

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
% Competencies for which courses are available on iGOT (D)	iGOT/MDO	Quarterly	MDO
% Competencies for which courses are available on iGOT (F,B)	iGOT	Quarterly	SPV
Number of Mandatory immersion program available with MDO	iGOT	Quarterly	MDO
% existing courses digitized as per target (D)	iGOT	Quarterly	MDO
% existing courses digitized as per target (F,B)	iGOT	Quarterly	SPV
% High quality complaint courses on iGOT	iGOT	Quarterly	SPV

KPI-5: User Engagement

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
% courses with 4+ rating by users on the platform	iGOT	Quarterly	SPV
% of registered users on to the platform who participate in iGOT generated surveys on content impact	iGOT	Annual	SPV

KPI-6: Monitoring of iGOT Platform and Features

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
Analytical Reports (other than csv) enabled	iGOT	Quarterly	SPV
Learn Hub enabled	iGOT	Quarterly	SPV
Discuss Hub enabled	iGOT	Quarterly	SPV
Network Hub enabled	iGOT	Quarterly	SPV
Career Hub as enabled	iGOT	Quarterly	SPV
Event Hub enabled	iGOT	Quarterly	SPV
Competency Hub enabled	iGOT	Quarterly	SPV
Competency passbook enabled	iGOT	Quarterly	SPV
e-HRMS integration completed	iGOT	Quarterly	SPV
No. of User manuals published	iGOT	Quarterly	SPV

KPI-7: Monitoring performance of CBC

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
State of Civil Services Report published /CBC's Annual Report	Report	Quarterly	CBC
Number of institutions registered on NSCSTI	NSCSTI portal	Quarterly	CBC
Number of institutions accredited	NSCSTI portal	Quarterly	CBC
Number of institutions completed QIP	NSCSTI portal	Quarterly	CBC
Global HR Summit conducted	Event Report	Quarterly	CBC

KPI-8: World Bank loan agreement

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
Number of gender related competencies onboarded on iGOT	iGOT	Annual	SPV
% officials closing gender related competency gaps through course consumption	iGOT	Annual	SPV
% women officials registered on iGOT	iGOT	Half yearly	SPV
% women officials closing gender related competency gaps	iGOT	Annual	SPV
% of environment /climate change related competencies onboarded on iGOT as per target	iGOT	Half yearly	SPV
% officials completing identified courses on climate change and E&S risk competencies	iGOT	Half Yearly	SPV

KPI-9: Formation of Centre of Excellence in MDO

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
Number of Domain areas identified for developing CoEs	OM/Report	Annual	MDO/CBC
Number of CoE developed	OM/Report	Annual	MDO/CBC

KPI-10: Other indicators relevant to MKY

Key Performance Indicators	Means of verification /source	Frequency of reporting	Responsibility
Number of Languages in which content is available on iGOT	iGOT	Half Yearly	SPV
Number of CSTIs uploaded their training calendar on iGOT	iGOT	Quarterly	MDO/SPV