

RASHTRIYA KARMAYOGI LARGE SCALE JAN SEVA PROGRAM

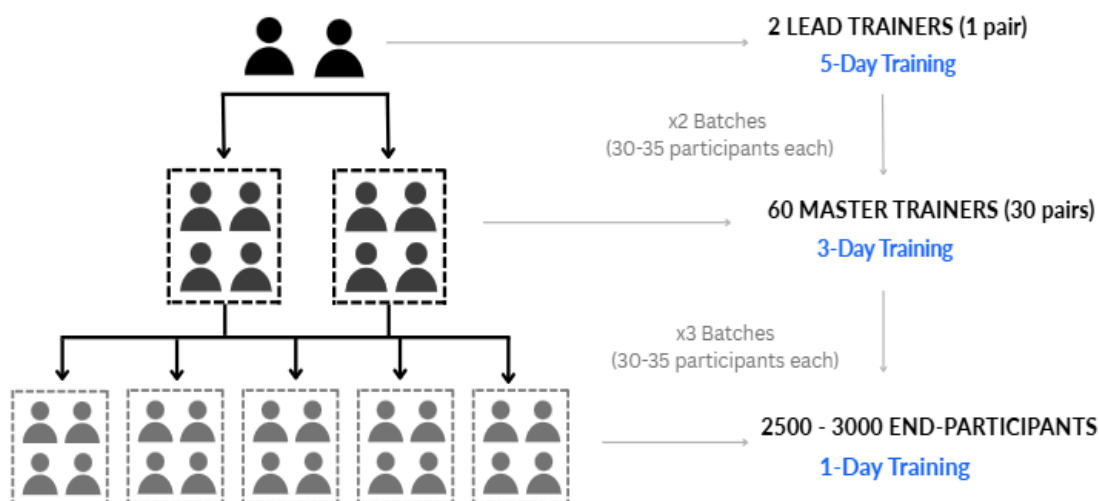
FREQUENTLY ASKED QUESTIONS (FAQs)

Nomination Criteria

1. Is there a ratio for nominating Lead Trainers based on employee strength?

- Organisations with an employee strength ranging from **2,500 to 3,000** are required to nominate a minimum of **2 Lead Trainers** to support effective program delivery.

The calculation can be understood through the following diagram:



- Organisations with an employee strength of less than 1000 are required to nominate 02 Master Trainers per 100 employees.

Guidelines for Training

2. Can Lead trainers or Master trainers deliver the training program individually? And what should be done in case there are not enough Lead/Master trainers to form pairs?

Solo delivery of training sessions is not recommended, as it can hinder the effective implementation of the training program. The success of the 1-day training relies heavily on the

use of technology, and having co-trainers present significantly enhances the quality and efficiency of delivery. In case of constraints or lack of co-trainers, the matter should be discussed with the designated Nodal Officer, and escalated to the Capacity Building Commission (CBC) at cbc-dopt@gov.in for appropriate guidance.

3. Can Master Trainers from Phase 1 also serve as Master Trainers for Phase 2 of the program?

No, Master Trainers from Phase 1 cannot directly serve in Phase 2. They are required to attend a mandatory three-hour refresher session specific to Phase 2. Only after completing this session will they be considered as eligible Master Trainers for Phase 2. Master Trainers from Phase 1 interested in attending a refresher session may kindly send an official email to CBC at cbc-dopt@gov.in.

4. Can a Master Trainer from Phase 1 serve as a Lead Trainer for Phase 2 of the program?

No, Master Trainers from Phase 1 are not automatically eligible to serve as Lead Trainers in Phase 2. To qualify, they must complete the full 5-day Lead Trainer Training conducted by CBC, as the training content and responsibilities for Lead Trainers differ significantly from those of Master Trainers.

5. How to register and get onboarded on iGOT?

The details regarding the onboarding process, nodal officers responsible for onboarding for each MDO and the helpline numbers are available on the CBC website - [Registration Guidelines for iGOT | Capacity Building Commission](#).

Program Guidance & Support

6. What support is available for Lead Trainers for the implementation of the program?

For any clarifications regarding the initiation of the program, support is available through **refresher sessions** facilitated by our Knowledge Partner- Illumine Knowledge Resources, through the Whatsapp groups that have been created for Lead Trainers. Periodic virtual meetings with CBU Teams and Nodal officers from Organisations are also conducted by CBC to address any implementation-related challenges.

Furthermore, all relevant details regarding implementation of the Program for Lead Trainers, Master Trainers, and One-Day Training participants are uploaded on the official website. ([Important Documents | Capacity Building Commission](#)).

7. What support is available for Master Trainers for the implementation of the program?

Master Trainers have access to the following support:

- a. **Weekly refresher sessions** (schedule is indicated through Whatsapp groups)
- b. **Personalized Training Improvement Report** on PedGog App after every session conducted by them
- c. WhatsApp Community Support in the form of checklists, startup kits, best practices, etc.

8. Who are the primary contacts for seeking clarification regarding the program?

Queries may be directed to:

- Designated Nodal Officers within respective Ministries/Departments
- CBC Nodal Officer, Mr. Sanjeev (Section Officer), through the official communication channel at cbc-dopt@gov.in, with a copy to lsi.cbc.team@gmail.com.

9. Are Contractual Employees being covered under this program?

The program is primarily intended for government officials in administrative or citizen-facing roles. However, the inclusion of contractual employees in the training is at the discretion of the respective Ministry or Department.

10. Are MTS officials/officers being covered under this program?

The CBC recommends the inclusion of all government officers in the training program. However, as the program requires the use of technology and digital devices, the inclusion of MTS officials who may not be technologically adept is left to the discretion of the respective Ministry or Department.

Timeline for Training Completion

11. What are the training timeline requirements, and by when must all sessions be completed?

Lead Trainers and Master Trainers are expected to complete further training **within two weeks** of completing their own training. This timeline is recommended to minimize transmission loss and ensure optimal knowledge transfer. Furthermore, all training activities are designed to be completed by 31st August 2025 in accordance with the program deadlines.

Training Resources

12. How can participants access training materials?

All curriculum materials are available on the Pedgog platform (developed by Illumine Knowledge Resources) for participants of the 5-day and 3-day training programs. Participants of the 1-day training program must log in through the iGOT platform to access their training material.

13. How to access the Pedgog App?

The Pedgog app, developed by our Knowledge Partner — Illumine Knowledge Resources, can be downloaded from the App Store (for Apple users) or the Play Store (for Android users). It is used to register participants, record attendance, administer training material and the impact assessment survey, and also issue certification for Master Trainers.

14. In which languages are the training modules available? And can the program be conducted in Regional languages?

All modules are available in both English and Hindi. However, Lead Trainers and Master Trainers are free to conduct the sessions in regional or local languages, provided they possess demonstrable proficiency to ensure effective and accurate delivery. *Trainers may choose the medium of instruction they are most comfortable with, as long as it supports clear communication and participant comprehension.*

Certification & Recognition

15. How will participants be certified, and through which platforms will digital credentials be issued?

Digital credentials will be issued through:

- **Pedgog App** for Lead Trainer and Master Trainer certification.
- **iGOT App** for End-participant certification.

In case of any issues, please raise your query on the relevant WhatsApp group for Lead Trainers or Master Trainers. If unresolved, you may escalate the matter to CBC at cbc-dopt@gov.in.

Program Administration and Resources

16. How will the training programs be implemented, and who will bear the associated costs?

A: Ministries/Departments/Organisations are expected to leverage existing infrastructure and resources for the implementation of trainings, with the Capacity Building Commission (CBC)

providing strategic oversight. The infrastructure requirements can be accessed through the website - [Rashtriya Karmayogi Program | Capacity Building Commission](#)

(A) Lead Trainers' Training

Conducted at designated institutes, as identified by CBC.

Accommodation and Food Charges: Officers nominated for the Lead Trainers' training will initially bear the cost of their accommodation and meals. These expenses may later be reimbursed by their respective parent ministry/department/organisation, as per applicable entitlements.

(B) Master Trainers' Training (3-day program)

To be conducted by trained Lead Trainers.

Venue and Infrastructure: Lead Trainers are responsible for organising the training using infrastructure available within their own offices, ministries/departments, or other suitable government training venues. The requirements can be accessed through the CBC website - <https://cbc.gov.in/rashtriya-karmayogi-program-document>

Logistics and Operational Costs: All associated costs—such as venue setup, refreshments, training materials, etc.—will be borne by the conducting ministry/department/organisation.

For detailed guidelines, please refer to the Office Memorandum dated 16th May, 2025 sent to all CBU Heads.
