



Standard Operating Procedure (SOP) for ATIs/Nodal Department

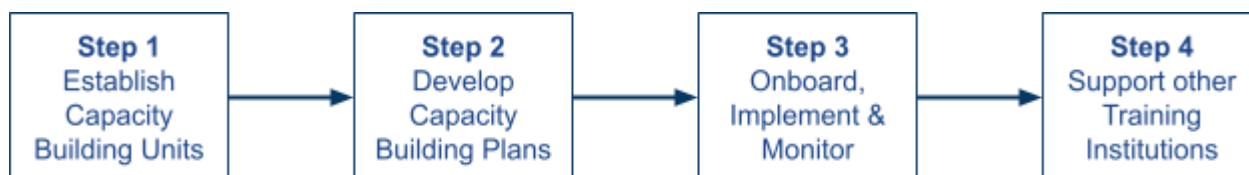
Prepared by
Capacity Building Commission

Purpose & Scope

This Standard Operating Procedure (SOP) provides a framework for States to establish the necessary governance structure and systematically develop, implement, and institutionalise Department-specific Capacity Building Plans (CBPs) under the National Programme for Civil Services Capacity Building (NPCSCB), i.e. *Mission Karmayogi*.

This SOP is applicable for State Departments, Training Institutes (TIs), and the Capacity Building Units (CBUs) of States, Administrative Training Institutes (ATIs) & Departments seeking to implement NPCSCB.

Steps to be followed by States and Administrative Training Institutes (ATIs)



1. Establish Capacity Building Units

The nodal institution to coordinate the creation of CBUs shall be the State/Union Territory's ATI. CBUs in the State/Union Territory (UT) should be formed at 3 levels.

- a. **Within the ATI:** To coordinate and implement NPCSCB-related work as per directions and guidance from State-level CBU and act as the nodal for coordination with Capacity Building Commission & Karmayogi Bharat (iGOT) teams deputed in the State/UT¹
- b. **Overall State-level:** To act as a steering body for all capacity building initiatives in the State, provide strategic direction and issue necessary directions to Departments and Organisations for compliance
- c. **Within each Department:** To coordinate and implement NPCSCB-related work for their own Department

Detailed roles and responsibilities, and prescribed composition, are given in **Annexure 1**.

2. Develop Capacity Building Plans

A Capacity Building Plan (CBP) is a blueprint of competencies needed across each Department or Organisation to deliver on its mandate. It guides the necessary online or offline training/workshops that must be taken up by concerned officials to attain the said competencies. This approach will ensure that competency gaps are empirically identified

¹ A CBC-KB team will be deployed with the ATI to assist it in implementation of this SOP

and bridged through iGOT's online courses complemented by ATI and other training institutes' in-person training plans and calendars.²

2.1. First workshop on the development of CBPs using AI tool

The ATI will conduct a **one-day workshop with major State Departments**, to prepare their comprehensive CBPs using the AI tool developed by Karmayogi Bharat (iGOT). The workshop will include:

- Overview of Mission Karmayogi
 - Demonstration of the AI-based CBP Tool
 - Hands-on generation of draft Departmental CBPs
 - Guidance on CBP refinement and digitisation
- a. Finalise **8-10 priority Departments** for the first workshop. The identification of Departments must be done based on strength (highest staff strength), State/UT priorities and citizen-centricity. CBC suggests the following Departments: Women & Child Development, Education, Rural Development, Urban Development, Agriculture, Health, Police/Home & Transport
 - b. The workshop must be attended by the CBU or **at least two representatives** from each identified Department:
 - i. One official with technical competence to use the AI tool by feeding the documents of work allocation and Departmental schemes
 - ii. One Senior Official from the department who can validate the draft Capacity Building Plan created through the AI tool
 - c. Mandatory **documents to be collected/prepared in advance** by each Department and shared with the ATI prior to the workshop, as the AI tool requires structured data inputs. The following documents shall be collected/prepared:
 - i. **Work Allocation/Roles & Responsibilities documents**: A comprehensive document mentioning all job names and corresponding descriptions, roles and activities for each department in a pre-set format (as per **Annexure 2**)
 - ii. **Annual Report** of the Department or Organisation
 - iii. **Scheme Documents** / Programme Guidelines for all ongoing schemes, missions, and programmes of the Department
 - iv. Documents on any competency requirements (if already identified)
 - d. Every Department to get the **necessary approval from the Competent Authority** (either from the CBU or the Head of Department) on the draft CBP and upload it on iGOT for monitoring and tracking

2.2. Phase 2 workshops for the remaining Departments

Perform Step 2.1 with all remaining Departments in subsequent batches **within 1 month from the conclusion of the first workshop**.

² Creation of Departmental CBUs is not a necessary precursor to development of CBPs

3. Onboard, Implement & Monitor

- a. Onboarding of all State officials on iGOT Karmayogi³
 - The State CBU to issue necessary directions to all **Departments and Organisations to complete the onboarding** of all their officials/staff on iGOT
 - ATI CBU will coordinate all Departments for the onboarding, and Department CBUs to serve as nodal points for activity in their State
- b. Assign online courses on iGOT and conduct offline trainings for respective officials/staff to meet competencies as identified in the CBPs
 - The ATI CBU to ensure that all Departments and Organisations assign online & blended courses to their officials on iGOT as per the CBP
 - The ATI CBU will coordinate with other training institutions in the State/UT to develop offline trainings that cater to competencies identified in the CBPs
- c. Monitor the progress of CBP implementation
 - The Department CBU to monitor the following on a monthly basis:
 - Course enrollment and completion rates for their officials on iGOT
 - Integration of online learning with ATIs in-person training. Resolution of operational bottlenecks
 - Content/workshops created by training institutes under them
 - The State CBU will collate unmet training needs from Departmental CBUs and collaborate with KB/other training institutes to develop new, state-specific content, including in regional languages

A detailed matrix for monitoring is attached in **Annexure 3**.

4. Accreditation & support other Training Institutions (TIs)

Initiate accreditation process for self under [National Standards for Civil Services Training Institute](#) (NSCSTI) program and undertake Quality Improvement Plan. Identify and strengthen other TIs in the State/UT to support Departments in meeting their competency needs as empirically identified under their respective CBPs.

- a. The ATI CBU will map and integrate all State/UT TIs and initiate their accreditation process under NSCSTI
- b. The ATI CBU to organise Faculty Development Programs for the staff of other TIs in the State/UT
- c. The ATI CBU to support other training institutions in the State to anchor NPCSCB for their line Departments/organisations

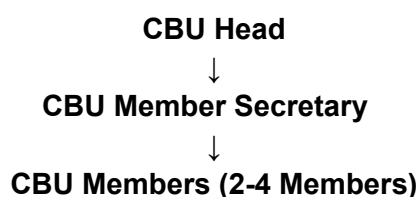
³ This process can be initiated simultaneously with Step no. 2

Annexure 1

Roles and Responsibilities and Governance Structure of the Capacity Building Unit

Common Structure for CBUs

Capacity Building Units CBUs are integral units – entrusted with designing and implementing capacity building initiatives. CBU operates as the nodal body for all capacity building initiatives, learning management, and competency development within its own department.



For ATI CBU

Roles and Responsibilities

- The ATI CBU will coordinate with all State Government Departments and relevant training institutions to ensure alignment and smooth execution of capacity building initiatives
- Lead, monitor, and supervise the implementation of capacity building initiatives across Departments and training institutes
- The ATI CBU will identify its own competency gaps among officials and training institutions in line with the State and Departmental Capacity Building Plans (CBPs). ATIs will create their own CBPs. Preparation, implementation, and monitoring of their own capacity-building plan
- Anchor Quality Improvement Plan and accreditation of their training institutions as per NSCSTI standards
- Enable inter-departmental collaboration and knowledge sharing among departments
- Liaise regularly with the State CBU and Departmental CBUs to ensure seamless coordination, timely exchange of information, and implementation of CBPs
- Leverage the domain expertise of training institutes of the Departments, Public Sector Undertakings (PSUs) and other institutions to co-create content, training material, and workshops for the broader State ecosystem, in accordance with standards and guidelines issued by Karmayogi Bharat and the Capacity Building Commission (CBC)
- ATI CBU will conduct weekly meetings to track CBP progress, resolve operational issues, and facilitate inter-departmental collaboration when required

Composition and Governance

- Chaired by the head of the ATI, who acts as the key decision maker
- Other CBU members will then be nominated by the CBU chairperson, based on the size and requirements
- Other members may include training officers, data operators and other members as may be identified by the ATI

For State CBU

Roles and Responsibilities

- The State Capacity Building Unit shall function under the Government Administration Department (GAD) or the Department responsible for governing the Administrative Training Institute (ATI) within the State. This unit will act as the nodal body for capacity-building initiatives across the entire State government machinery
- Coordinate closely with all Departmental CBUs across State Government Departments to guide and harmonise capacity building activities
- Provide policy direction, governance, and oversight to all Departmental Capacity Building Units
- Ensure that all Departmental CBPs are aligned with State priorities and contextual requirements
- Coordinate with the CBC, iGOT Karmayogi Bharat, and the Academy for continuous refinement of CBPs, training strategy, and implementation
- Monitor onboarding of all officials, adoption of the AI tool in generating CBPs for the department and learning progress on iGoT
- The state CBU will conduct monthly meetings to track CBP progress, resolve operational issues, and facilitate inter-departmental collaboration when required

Composition and Governance

- Chaired by a senior officer (Chief Secretary/Head of GAD/Head of ATI)
- Other CBU members will then be nominated by the CBU chairperson, based on the size and requirements of the State/UT
- Other CBU members may also include, Director, Deputy Secretary, Under Secretary, Section Officer, Assistant Section Officer - level officers
- Includes nominated departmental officers from HR, Administration, Training (including representatives from attached training institutes, if any), and IT
- Additional members may include officers who can support the technical aspects of Mission Karmayogi

For Departmental CBU

Roles and Responsibilities

- The Departmental CBU will serve as the Department's nodal body for all training, competency development, and Capacity Building Plan (CBP) related activities
- Lead the preparation, implementation, monitoring, and periodic review of the Department's Capacity Building Plan in alignment with State priorities
- Oversee the onboarding and training of all departmental employees on the iGoT Karmayogi Platform and ensure the timely completion of online courses and participation in offline workshops/training
- Department will liaise with ATIs and the State Capacity Building Unit for the necessary support required from time to time
- Conduct weekly/fortnightly meetings to track CBP progress and address any operational bottlenecks
- Reports monthly to the State CBU for overall monitoring and coordination

Composition and Governance

- Chaired by the Department Head, who acts as the key decision maker for the departmental capacity building initiatives
- Other CBU members will then be nominated by the CBU chairperson, based on the size and requirements of the specific department
- Other members include the Director or equivalent officer for coordinating planning, monitoring and facilitation of capacity-building initiatives in the department
- Other CBU members may also include Deputy Secretary, Under Secretary, Section Officer, Assistant Section Officer equivalent-level officers to support day to day operation and logistical execution of capacity-building activities
- Additional members may include officers who can support the technical aspects of Mission Karmayogi

Work Allocation /Roles & Responsibilities format

S. No.	Grade	Designation	Roles	Activities

Column Definitions:

Grade: The official grade classification for the official/staff, i.e A, B, C or D or contractual

Designation: The official post held for each of the officials/staff. For eg: Secretary, Director, Data Entry Operator, etc.

Role: The broad areas of responsibility for each of the officials/staff

Activities: Specific actions or tasks undertaken by the officials/staff within the role

CBP Implementation & NPCSCB Monitoring framework

M&E Dimension (Suggestive Indicators)	Indicator	Definition	Data Source
CBP Planning & Execution	CBP Planned vs. Completed	% of planned CBP activities completed	CBP Reports/MDO Reports
	Training Coverage	% of officials covered under CBP trainings	HR Records/iGOT
	Role Mapping/Competency Mapping	% of department with completed role & activities mapping	Departmental Data
Training Delivery Metrics	Total Trainings Conducted	Number of online/offline trainings delivered	iGOT/Department Training Reports
	Completion Rate	% of learners completing iGOT courses	iGOT Analytics
	Learner Engagement	Time spent and modules completed	iGOT Analytics
Training Impact Evaluation	Knowledge Gain Score	Improvement in pre- vs. post-training scores	Karmayogi Points
	Behavioral Application	Evidence of workplace application	Supervisor Feedback/ 360° Inputs
Leadership & Governance /Review Meetings	Leadership Interventions	Senior leadership reviews/initiatives undertaken	Minutes of the meetings
	Weekly/Monthly/Quarterly Review Cycles	Adherence to Review Cycles	Minutes of the meetings
Best Practices & Innovation	Innovations Adopted	New processes or approaches introduced	NA
	Replicability Score	No. of MDOs adopting best practices	Inter-MDO Communication of information