



Capacity Building Commission's Rashtriya Karmayogi Large Scale Jan Seva Programme (Phase-II) concludes

Over 10.5 lakh Government Servants trained Nationwide

822 Lead Trainers and over 16,500 Master Trainers under the programme

One of the largest interactive behavioural training programme to strengthen citizen-centric governance

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The Capacity Building Commission (CBC) launched the Rashtriya Karmayogi Large Scale Jan Seva Program, a national behavioural transformation initiative for civil servants, on 12th September, 2024. Phase-II of the program concluded today with a closing session chaired by Dr. R. Balasubramaniam, Member (HR), Capacity Building Commission. Around 10.5 lakh government servants have been trained under this interactive behavioural training program across the country. The closing session was attended virtually by around 300 participants from various Ministries and Departments.

Dr. R. Balasubramaniam, Member (HR), Capacity Building Commission (CBC), lauded all participating Ministries, Departments, and organizations (MDOs) for their enthusiastic involvement in the entire program. He emphasized that the initiative's core aim was to realign inner purpose with outward service, fostering empathetic, efficient, and citizen-centric service delivery, with "Seva Bhav" as the driving force. Dr. Balasubramaniam stressed that this is merely the beginning of a long-term transformation, urging the institutionalization of these efforts to cultivate a responsive, resilient, and future-ready administrative culture for a "Viksit Bharat." Shri Jagdeep Gupta, Secretary of CBC extended gratitude to the MDOs, highlighting the unprecedented scale of over 500 organizations participating and the overwhelmingly positive feedback. Shri Srinivas V., the CEO of Illumine Knowledge Resources, the knowledge partner of CBC for the programme, acknowledged the vital role of around 17,000 master trainers trained under this program as change catalysts. Participants, including Lead and Master Trainers, described the program as a transformative experience that helped them and end-participants of the program to shift their focus from routine task completion to connecting their duties to larger national goal. The training enabled them to adopt citizen-first mindset driving efficiency and empathy in their daily work.



Rashtriya Karmayogi Jan Seva Program was designed to emphasize upon the deeper sense of *Seva Bhav* (spirit of service) and *Svadharma* (duty aligned with personal purpose) among Government servants, with the objective of strengthening citizen-centric governance. The initiative focused on improving quality of service delivery, enhancing responsiveness and collaboration across governance structures, and fostering greater engagement and satisfaction among officers.

The program was implemented in a phased manner. Phase-I, launched in January 2025, aimed to train officers and officials of Central Government Ministries and Departments located in the Delhi NCR region. Over 17,400 officers and officials across the headquarters of 86 Ministries, Departments and Organizations (MDOs) were trained under Phase I of the program.



Phase-I adopted a cascade train-the-trainer model, wherein Director and Deputy Secretary-level officers were nominated as Master Trainers. These officers underwent intensive training conducted by the Capacity Building Commission and subsequently delivered training sessions to officials across various levels within their respective Ministries and Departments.

Phase-II of the program was launched in April, 2025 and expanded coverage to organizations under the administrative control of Central Government Ministries and Departments across the country. While the initial aim was to train approximately 7,00,000 government servants, the program exceeded expectations and trained over 10,00,000 officers and officials nationwide. Over a period of nine months, the program covered over 500 organizations of more than 65 Ministries and Departments of the Central Government.

Rashtriya Karmayogi Jan Seva Program

Phase I

- 278 Master Trainers Trained
- 634 One-day training batches conducted
- 85 MDOs Covered
- 17,436 End Participants Certified

Phase II

- 822 Lead Trainers Trained
- 34,872 One-day training batches conducted
- More than 16,000 Master Trainers Trained
- More than One Million End Participants Certified

समृद्धि से विकास, हमारा संयुक्त प्रयास



The conclusion of the Phase-II program marks the completion of a large-scale behavioural training initiative with extensive participation across Central Government institutions. A key outcome of the program has been the creation of a nationwide cohort of 822 Lead Trainers and over 16,500 Master Trainers, equipped with facilitation skills grounded in adult-learning principles and activity-based learning methodologies. This cohort has strengthened internal training capacity within Ministries, Departments and Organizations.

The Jan Seva Program also advanced Mission Karmayogi's vision of a more connected and collaborative government by fostering interaction and peer learning across Ministries and Departments, while strengthening coordination within institutions.



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