



Administrative Training Institutes Must Reinvent Themselves, Shun stereotype models : Dr. Jitendra Singh

Dr. Jitendra Singh Calls for Breaking Silos, Encouraging Free Thinking and Building Future-Ready Governance Ecosystem

AI-Governance and Mission Karmayogi Entering Next Phase with Focus on Institutional Capacity, Role-Based Governance and Performance-Linked Learning

Integrated, Technology-Driven and Citizen-Centric Capacity Building Essential for Viksit Bharat 2047: Dr. Jitendra Singh

National Summit on Institutionalising Capacity Building Concludes with Roadmap for Integrated Governance Reforms

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Union Minister of State (Independent Charge) for Science & Technology, Earth Sciences and Minister of State for PMO, Personnel, Public Grievances and Pensions, Department of Atomic Energy and Department of Space, Dr. Jitendra Singh today said that Administrative Training Institutes and governance institutions across the country must reinvent themselves and shun stereotype models to remain relevant. Addressing the concluding session of the National Departmental Summit on “Institutionalising Capacity Building: From Training to Performance-Linked Governance” through virtual mode, the Minister said, Mission Karmayogi is steadily moving towards an integrated AI- integrated governance framework linking capacity building, competency development, technology and public service delivery.

Dr. Jitendra Singh said governance reforms today require transparency, timeline discipline, ease of procedures and optimum use of technology supported by innovation and human sensitivity. Referring to governance reforms undertaken in recent years, he said annual grievances received on CPGRAMS have increased from nearly 2 lakh in 2014 to more than 25–30 lakh presently, reflecting growing public trust due to improved responsiveness and accountability. He also referred to the success of Digital Life Certificates, noting that nearly 10–11 crore certificates have already been generated, enabling pensioners to complete formalities digitally without physical visits.

The day-long summit brought together senior officials from the Department of Personnel and Training, Capacity Building Commission, Karmayogi Bharat, State Governments, Union Territories and Administrative Training Institutes from across the country to deliberate on strengthening institutional capacity building frameworks and performance-linked governance systems.

Key takeaways from the summit included broad consensus on transforming Administrative Training Institutes from conventional training centres into digitally integrated, outcome-oriented governance hubs aligned with Mission Karmayogi. Deliberations highlighted the need for seamless integration of iGOT, Unnati and HRMS platforms, competency-linked cadre training, mentorship and buddy systems, AI-enabled learning tools, blended training models and citizen-centric governance practices. States also emphasised onboarding frontline workers across departments onto iGOT, expanding regional language learning content and enabling cross-institutional collaboration through shared faculty, infrastructure and learning resources to strengthen governance delivery systems across the country.

Speaking for the second time during the valedictory session of the summit, Dr. Jitendra Singh said governance institutions can no longer function through silos and must move towards integrated and interdisciplinary learning systems involving institutions beyond conventional government structures, including IITs, IIMs and specialised domain institutions. He said Artificial Intelligence would remain an important enabler in governance, but technology alone cannot substitute human intelligence, ethical conduct and behavioural sensitivity in public service delivery. Stressing the need to encourage innovation and free flow of ideas within institutions, he called for creating platforms for willing trainers, promoting region-specific best practices and strengthening collaboration among States and training institutions.

The Minister said governance reforms ultimately succeed only when citizens experience responsiveness, dignity and sensitivity at the ground level, adding that Mission Karmayogi provides a transformational opportunity to build integrated, innovative and future-ready governance systems for the country.

Secretary, Department of Personnel and Training, Ms. Rachna Shah, said the summit marked an important step towards institutionalising capacity building as a core governance function aligned with national development priorities. She emphasised the importance of comprehensive Capacity Building Plans across Ministries, Departments and States to identify competency gaps and align governance learning systems with future administrative requirements. She also highlighted the role of Administrative Training Institutes and collaborative platforms like Unnati in scaling blended and specialised learning systems across the country.

Chairperson, Capacity Building Commission, Smt. Radha Chauhan, stressed the need for seamless integration between iGOT, Unnati and HRMS platforms to create a unified competency-driven governance ecosystem supporting role-based deployment of human resources. She said training institutions must undergo structural and strategic transformation to remain relevant in an AI-enabled governance environment and informed that the Capacity Building Commission has already initiated a national mentorship framework for institutions and officers under Mission Karmayogi.





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