

**GOVERNMENT OF INDIA  
MINISTRY OF INFORMATION & BROADCASTING**

**RAJYA SABHA  
UNSTARRED QUESTION NO. 1367  
TO BE ANSWERED ON 06.12.2024**

**Setting up of iGOT Lab**

**1367 SHRI MAYANKBHAI JAYDEVBHAI NAYAK:  
SHRI CHUNNILAL GARASIYA:**

**Will the Minister of Information and Broadcasting be pleased to state:**

- (a) the details of the primary objective of the iGOT Lab set up by the Ministry of Information and Broadcasting along with the specific courses being offered to enhance the skills of employees;**
- (b) Government's plan to encourage participation in the online learning programmes by iGOT Labs along with details of incentives being offered to employees completing the maximum number of courses; and**
- (c) other initiatives being implemented by Government to improve grievance redressal and ensuring transparency and accountability?**

**ANSWER**

**MINISTER OF STATE FOR INFORMATION & BROADCASTING AND  
PARLIAMENTARY AFFAIRS**

**(DR. L. MURUGAN)**

**(a) to (c) The primary objective of the Integrated Government Online Training (iGOT) Lab set up by the Ministry of Information & Broadcasting is to provide equitable access to technology for officials to complete their trainings on the iGOT Karmayogi Portal,**

**particularly those who are not using personal computers in their official work such as Multi-Tasking Staff, Staff Car Drivers, Canteen Staff and Record Keepers, etc. The specific courses introduced through the iGOT Karmayogi Portal to enhance employee skills include:**

- 1. Swachata Hi Seva Training Module**
- 2. Basic Computer Course for New Entrants**
- 3. Leave Rules**
- 4. Multi-Tasking Karmayogi Prarambh**
- 5. Cyber Security Basics etc.**

**Measures and incentives to encourage participation in the online learning programmes of iGOT labs are:**

- 1. Media Units of the Ministry of Information & Broadcasting are tasked with establishing iGOT Labs by identifying suitable locations.**
- 2. Employees are informed and encouraged to utilize the Lab for online trainings.**
- 3. A detailed training schedule is provided, to allow employees to plan their online courses.**
- 4. Reporting officers ensure that MTS and other officials are allotted time for completing the trainings.**
- 5. Employees who successfully complete maximum number of iGOT training courses are incentivized by awarding of certificates.**

**In so far as grievance redressal is concerned, the pendencies are reviewed and monitored on a regular basis to improve the quality of grievance redressal and to reduce the time taken in resolution of the grievances. The Ministry has also undertaken an initiative to obtain feedback from the applicants in order to strengthen internal resolution mechanism and to ensure transparency and accountability.**

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