

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO. 2833
(TO BE ANSWERED ON 19.12.2024)

**INITIATIVES TAKEN TO ENHANCE THE EFFICIENCY, ACCOUNTABILITY AND
RESPONSIVENESS OF THE CIVIL SERVICES**

2833. SHRI KARTIKEYA SHARMA:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether Government has undertaken any initiative(s) to enhance the efficiency, accountability, and responsiveness of the civil services in the country, in alignment with the vision of 'minimum government, maximum governance', if so, the details thereof; and
- (b) whether Government is promoting the use of modern performance management systems, including Key Result Areas (KRAs), 360-degree feedback, and competency based assessments, to ensure objective and transparent evaluation of civil servants and their career progression, if so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) & (b): The Government has undertaken the 'Initiative for Increasing Efficiency in Decision Making in Government' in alignment with the policy of 'Minimum Government, Maximum Governance'. The initiative for increasing efficiency in decision making, incorporated into the Central Secretariat Manual of Office Procedure, adopted four pronged approach with focus on de-layering, delegation, digitization and desk officer system was implemented in all Ministries/Departments. In November 2024, Government has issued directions to review the levels of disposal and channels of submission in Ministries/Departments and ensure that the levels do not exceed four. Mission Karmayogi is an initiative of the central government to enhance the attitudes, skills and knowledge of the Government employees. The mission targets to build capacity on domain, functional as well as behavioral competencies. A key feature of the Mission is the digital learning platform – IGOT Karmayogi, which provides more than 1500 courses to help civil servants upgrade their skills in governance, policy implementation, and technology. It promotes ensuring more efficient public service delivery and helps fostering efficiency, accountability and transparency in the public service.
