

GOVERNMENT OF INDIA
MINISTRY OF LAW & JUSTICE
DEPARTMENT OF LEGAL AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION NO. 1703
ANSWERED ON 13.03.2025

RASHTRIYA KARMYOGI JAN SEVA PROGRAMME

1703. Shri Sanjay Seth:

Will the Minister of Law and Justice be pleased to state:

- (a) the objective of the Rashtriya Karmyogi Jan Seva Program organized by the Department of Legal Affairs;
- (b) the manner in which this programme fosters a citizen-centric approach to governance among Central Government employees;
- (c) the details of interactive sessions or initiatives undertaken to promote the programme, during the event; and
- (d) whether Government plans to extend similar programmes to other regions to promote citizen-centric governance, if so, details thereof?

ANSWER

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF LAW AND JUSTICE; AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS

(SHRI ARJUN RAM MEGHWAL)

(a) Rashtriya Karmyogi Jan Seva Program is an initiative by Capacity Building Commission (CBC) and the training program was conducted in the Department of Legal Affairs as per the mandate received from CBC to instil Seva Bhaav among public servants. This Department has conducted total 12 batches (of 4 Modules each) and more than 400 officers/officials have been trained under the said training program.

(b) Under this initiative, CBC trained four Master Trainers from the Department who in turn have trained other Officers/Officials of the Department including contractual staff (in batches of 30-35 officers/officials each) aiming to instil "Seva-Bhaav" among public servants. The program aims to significantly influence the mindsets of Government employees, promoting a shift towards a more proactive and citizen-centric approach. It has the objective of encouraging the employees to move beyond a basic 'job-done'

mentality to fostering a focus on solutions, responsibility and a commitment to national progress.

(c) The purpose of the program is to rediscover the inner purpose and power to contribute, as part of the Central Government Secretariat and to foster the sense of accountability towards citizens. The key element of these interactive sessions included:

- Discussion over various real-life examples to showcase a true Karmayogi's behaviour/traits and thinking at work.
- Interactive Session among participants regarding past experiences which have given them a sense of fulfillment in their work as central government officials.
- Discussion over various real-life examples to discover how Karmayogi Moments can be created within our roles.
- Interactive session regarding how an individual can help the Ministry/ Department/ Organization to achieve its goals and targets and subsequently the nation in achieving National Development Goals.

(d) The training program under 'Jan Seva' has been conducted in accordance with the guidelines provided by the Capacity Building Commission (CBC).
