

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

**LOK SABHA
UNSTARRED QUESTION NO 1393
TO BE ANSWERED ON 04.12.2024**

iGOT Lab

**1393. Shri Damodar Agrawal:
 Shri Alok Sharma:
 Shri Radheshyam Rathiya:
 Shri NabaCharan Majhi:
 Smt. Smita Uday Wagh:
 Dr. Alok Kumar Suman:**

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- a. the primary objective of iGOT Lab set up by the Government along with the details of the specific courses being offered therein for enhancing the skills of the employees;**
- b. the details of the plan to promote the participation in online learning programmes of iGOT lab along with the incentives likely to be given to the employees completing maximum number of courses; and**
- c. the other initiatives being taken by the Government to bring improvement in redressal of complaints and ensure transparency and accountability?**

ANSWER

**MINISTER OF INFORMATION AND BROADCASTING, MINISTER OF RAILWAYS
AND MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (c) The primary objective of Integrated Government Online Training (iGOT) Lab is to provide equitable access to technology for officials to

complete training on the iGOT Karmayogi Portal, particularly those, who are not using personal computers in their official work such as MTS, Staff Car Drivers, Canteen Staffs 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 iGOT lab's online learning programmes are:

- 1. Media Units are tasked with establishing iGOT Labs by identifying suitable locations.**
- 2. Employees are informed and encouraged to utilize the Lab for online training.**
- 3. A detailed training schedule is provided, allowing employees to plan accordingly.**
- 4. Reporting officers will ensure that MTS and other officials are allotted time for completing the training.**
- 5. Employees who successfully complete maximum number of the iGOT training courses are publicly recognized by giving certificates for their dedication.**

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.
