

File No. A-11033/35/2024
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare
(Training Division)

Kartavya Bhawan-1, New Delhi- 01
Dated:06-10-2026

To,

All the Head of Departments/Institutions under DoHFW

Subject: Participation of iGoT users in the special session on citizen centricity "Seva Bhav" on 7th October 2026 through the iGoT Karmayogi platform – regarding.

Madam/Sir,

I am directed to refer to D.O. letter dated 01-10-2026 received from Karmayogi Bharat on the subject cited above and to state that a talk is being organized by Karmayogi Bharat on "Seva Bhav" on **7th October, 2026 from 11 AM to 12 Noon** to focus on strengthening empathy, responsiveness and a citizen-first approach among government employees and instilling the ethos of Seva Bhav into the public service delivery.

2. Further, it is to state that the said session will be made available under the **Events Section** of the iGoT Karmayogi Platform. And all the users attending the said session will receive special credits under the **Service Orientation** competency.

3. Accordingly, you are requested to ensure that all the employees in the institutions are uniformly attending the said session on iGoT portal.

4. This issues with the approval of competent authority.

Yours Sincerely,
Digitally signed by
SAWRU SINGH
Date: 06-10-2026
10:28:34

(Sawru Singh)
Under Secretary to the Government of India
Tele: 011-24013255

Copy to:

All the MDOs of Institutions/Organizations under DoHFW

DO No. CEO/Karmayogi/2026/ 0110-3

1st October' 2026

Subject: Participation of iGOT users in the special session on citizen centricity "Seva Bhav" on 7th October 2026

Respected Sir / Ma'am,

Citizen centricity is a key theme under Mission Karmayogi, which seeks to build a professional, capable and responsive civil service that places citizens at the centre of governance and public-service delivery. Several courses focused on citizen centricity and service orientation are already available on the iGOT Karmayogi platform and have been completed by a large number of government employees.

2. To further strengthen this endeavour, Karmayogi Bharat is organising a talk on '**Seva Bhav**' on **7th October 2026**, to be moderated by **Dr. R. Balasubramaniam, Member, Niti Aayog**. The session will focus on strengthening empathy, responsiveness and a citizen-first approach among government employees and instilling the ethos of *Seva Bhav* into public service delivery.

3. The session will be streamed live through the **iGOT Karmayogi platform**, enabling government employees across Central Ministries, Departments, States and Union Territories to attend the session online. The session link will be made available under the **Events section** of the iGOT Karmayogi platform and will also be communicated separately by **Monday, 5 October 2026**.

4. To encourage participation and recognise learner engagement, all users attending the session through the iGOT Karmayogi platform on **7th Oct'2026 from 11 AM to 12 Noon**, will receive special credits under the '**Service Orientation**' competency.

5. I request you to kindly disseminate the details of the session widely among all employees in the Department and in the attached / subordinate offices, and field formations. Officials at all levels may kindly be encouraged to participate in the session.

Your support and leadership will help reinforce a shared culture of service, empathy and citizen-centric governance across all levels of government.

Regards,

Yours sincerely,

(Chhavi Bhardwaj)

All Secretaries of Government of India