

F. No. T-20017/1/2025-Trg (ISTM)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel and Training
Training Wing

Old JNU Campus, New Delhi
Dated 27th October, 2025

OFFICE MEMORANDUM

Subject: Instructions for Mandatory Induction Training Programme of Multi-Tasking Staff of Central Secretariat – reg.

The undersigned is directed to refer to this Department's OM No.28020/3/2018-Estt.(C) dated 11th March, 2019 (copy enclosed) regarding Probation/Confirmation in Central Government, wherein it has been stated that in all cases of direct recruitment there should be a mandatory induction training of at least two weeks duration. Further, it has also been stated that successful completion of the training may be made a pre-requisite for completion of probation.

2. Each year Multi-Tasking Staff (MTS) are recruited in Central Government through Staff Selection Commission and posted directly to assigned M/D/Os. MTS personnel are typically involved in diverse roles such as office maintenance, record-keeping, and assisting in day-to-day government operations.

3. Since, Induction training is critical for human resource development and plays an important role in ensuring efficient functioning, discipline, and service delivery, it has been decided to introduce a mandatory induction training programme of two weeks duration in blended mode for newly recruited MTSs in Central Government. The training has to be designed to align with the government's objectives of improved public service delivery, citizen centricity, technology focus and adaptability in a dynamic work environment. The broad list of topics for 7 day online training programme on iGoT platform is indicated at **Annexure-I**. MDOs must ensure that the particular courses selected for the purposes of online training are mostly available in bilingual. Successful completion of the online training will be followed by a physical training programme of 3 days duration. A suggested session plan for 3 days physical training program is indicated at **Annexure-II**.

4. As MTS is a decentralized cadre under the administrative control of the concerned MDOs it is hereby advised that the MDOs may use the above annexures as templates for conducting the Induction Training of MTSs and may add more programs as per their requirement, in addition to above. Accordingly, the Ministries/Departments/Organizations are hereby advised to: -

i. Implement the Mandatory Induction Training for the MTSs joining the MDO/Attached Office/Subordinate Office/Field Formations etc. through SSC 2025 and onwards. Successful completion of the Induction Training will be mandatory for confirmation of probation of the newly joined MTSs.

ii. Emphasize on Roles and Responsibilities of MTS, familiarization with Government procedures and Rules and topics on behavioural competency such as Office Etiquettes, Safety and Hygiene etc. during the physical training session.

iii. Conduct the physical training programme at their respective training institutes (wherever an MDO has a training institute with it) or tie up with any CSTI, as per convenience. A suggestive list of Training Institutes for conducting the said programme is attached as **Annexure III**.

5. This issues with the approval of Competent Authority.

Encl. 4 Nos.

(Ram Bhagat Kushwaha)
Under Secretary to the Govt. of India
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To
All the MDOs through e-HRMS

List of topics for Pre-Foundation Course on iGoT Platform for Multi-Tasking Staff

1. Jan Bhagidari
2. Stay Safe in Cyber Space
3. Office Productivity Tools
4. APAR
5. Prevention of Sexual Harassment of Women at Workplace
6. Printer Trouble Shooting and Maintenance
7. Introduction to E-Office
8. Introduction to MS Office
9. Government Dash Boards
10. Office Procedure
11. Rajbhasha
12. Yoga Break at Workplace
13. Swachta hi Sewa
14. Code of Conduct of Employees
15. Leave Rules
16. Conduct Rules
17. Personal and Professional Effectiveness
18. Basics of Communication

Annexure-II

Draft Session plan for Three days Physical Training as part of Induction Training Program of Multi-Tasking Staff (MTS)

Date/Day	Sessions	Topic
Day 1	I	Registration/Introduction/Expectation Sharing/Programme Overview
	II-III	Organization Awareness – Roles, Duties and Responsibilities of MTS, Introduction to Office Procedures
	IV-V	Reinforcement of iGOT learning (Leave Rules/LTC Rules/CGHS etc.)
	VI	Handling of Office Equipments
Day 2	I	Introduction to MS Office
	II	Introduction to E-Office (Diarization of Dak etc.)
	III	Rashtriya Janaseva Programme of DoPT
	IV	
	V	
	VI	
Day 3	I	Conduct and work place ethics
	II	Safety Hygiene & Well Being
	III	Communication skills – oral/written, listening skills, reporting to seniors
	IV	Introduction to POSH Act & Gender Sensitization
	V	Assessment/Test/Exam
	VI	Feedback & Valediction

ANNEXURE-III

Suggestive List of Institutes for conducting 3 days physical training component of Induction Training for Multi-Tasking Staff (MTS)

1. Defence Headquarters Training Institute (DHTI), New Delhi
2. Central Hindi Training Institute (CHTI), New Delhi
3. National Institute of Health and Family Welfare (NIHFW), New Delhi
4. National Institute of Financial Management (NIFM), New Delhi
5. Indian Institute of Public Administration (IIPA), New Delhi
6. National CPWD Academy, Ghaziabad
7. Training Institute under the administrative control of MDOs.