



Department of Food, Civil Supplies & Consumer Affairs
Aapurti Bhawan Block No. 42, SDA Complex, Shimla-09
Himachal Pradesh.

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No.FCSCA-B012/1/2026-ADMN. (E-334600)

Dated: - Shimla-09, the

August, 2026.

OFFICE ORDER

In accordance with the directives of the Capacity Building Commission, Government of India, and HIPA, Fairlawns, Shimla, this Department has successfully on boarded and registered onto the Integrated Government Online Training (iGOT) Karmayogi platform.

The iGOT Karmayogi platform is a comprehensive digital learning framework designed to train, upskill, and enhance the functional capacities of government officers and officials.

Consequently, all officers and officials of this Department excluding drivers, daftri, peons, chowkidar, and outsourced staff have been registered on the platform, and their designation-specific courses have been assigned.

All concerned officers and officials are hereby directed to complete their assigned courses within the current Financial Year 2026–2027, positively on or before **March 31, 2027**.

Furthermore, all Controlling Officers, Reporting Officers, and Branch In-charges must ensure that all employees under their jurisdiction complete these courses. They are also required to collect the course completion details from their respective officers and officials, and upload them to the training section of the APAR portal for the 2026–2027 assessment year

Note: 1. Steps to login in the iGot Platform & how to access assigned course is enclosed at Annexure-I.
 2. The Capacity Building Plan and list of assigned courses designation wise are also enclosed herewith.
 3. In addition to assigned course, you can access& complete courses recommended by iGOTPlatform as per your requirement.

Sd/-

(Kumad Singh, IAS)

Director, Food, Civil Supplies &
 Consumer Affairs, H.P., Shimla-09.

Endst. No.: (as above) -

Dated: Shimla -09, the Signed date.

Copy forwarded to: -

1. The Secretary (FCS & CA) to the Government of H.P., Shimla-02 for information.
2. The Director, MS HIPA, Fairlawns Shimla-12 for information.
3. The SDO(C) cum District Controller, FCS & CA, Pangi, Bharmour& Kaza for information & compliance.

4. All the Officers in the Directorate, FCS & CA H.P., Shimla-09 for information & compliance.
5. The Controller, legal Metrology (W&M H.P., Shimla-09 for information & compliance.
6. All the District Controller, FCS & CA in H.P., for information & compliance.
7. All the Assistant Controller, legal Metrology (W&M) in H.P., for information & compliance.
8. All the Official in the Directorate, FCS & CA H.P., for information & Compliance.
9. Notice Board.

Digitally signed by
KUMAD SINGH

Date: 19-08-2026

12:27:09

(Kumad Singh, IAS)

Director, Food, Civil Supplies &
Consumer Affairs, H.P., Shimla-09.

Annexure –I**Steps to access iGoT Platform:-**

1. Search <https://igotkarmayogi.gov.in/> and select login.
2. You have two mainly option to login with email/password or login with OTP. You can choose any of them option for login, in case login with password, enter the mail (Gmail/Govt. ID whatever you provide at the time of registration) & password. In case login with OTP, enter the mobile No. then enter OTP.

Note:- A prompt mail has been received from the iGOT Platform to all employees for creation of password.

All employees are requested to open their email inbox and proceed accordingly

3. After successful login, you can see the home page.
4. Slightly scrolling down, under **CBP Plan** section, you can see the assigned courses by the department.

5. Click on the assigned course, select Enroll and start your journey to complete the course after completion of courses you can download the certificate for future reference.
6. You can also download the iGOT application from Google play store and access the courses.
7. Any employee/user can update their profile like phone No., email, as well as designation whenever required.
8. In case any employee transfer or join other department, he/she can submit transfer request to concerned MDO by updating department and office.



कार्मिक एवं प्रशिक्षण विभाग
DEPARTMENT OF
PERSONNEL & TRAINING



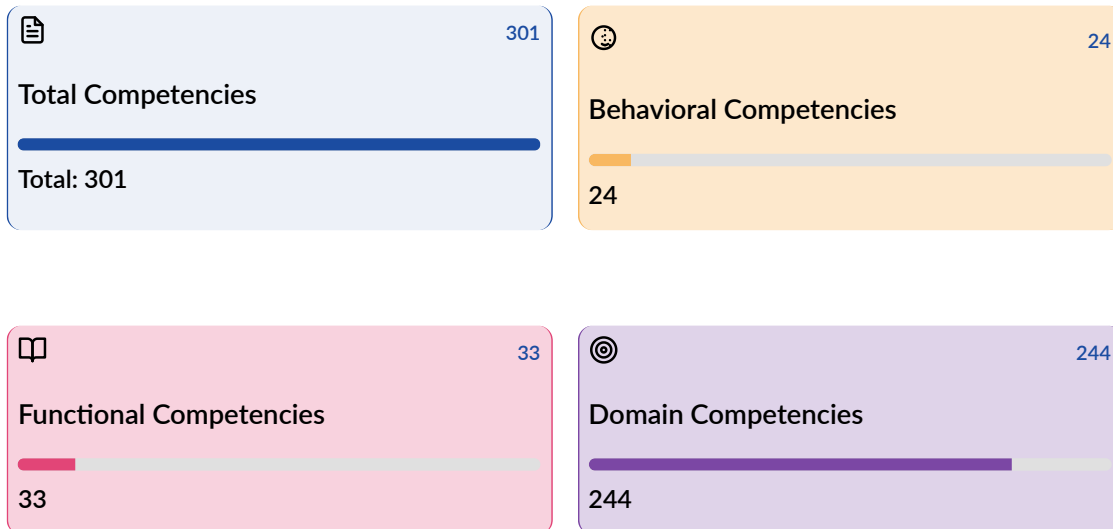
CAPACITY
BUILDING
COMMISSION



कर्मयोगी भारत
— लोकहितं मम कर्तव्यम् —

HIMACHAL PRADESH - Capacity Building Plan

Comprehensive Role-Based Competency Analysis



Detailed Competency Framework by Designation

Director

Head of Department

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Overall planning, development, management, and implementation of Government policies for the department.
- Ensuring food security and availability of essential commodities through management of the Public Distribution System (PDS).
- Implementing and monitoring key schemes like the National Food Security Act (NFSA), Centrally Sponsored Schemes, and State welfare programs.
- Coordination within the State Government and with Central Government for scheme implementation, policy feedback, and capacity building.
- Acting as the First Appellate Authority under the RTI Act, 2005 and handling apex-level grievance redressal.
- Conducting supervision and inspections of the entire supply chain, including mills, mandis, fair price shops, and godowns.
- Allocating budgets and targets to various wings and district offices, and convening review meetings.

Activities

- Formulate strategic plans and policies for the department's operations.
- Oversee the state-wide implementation of the National Food Security Act (NFSA) and PDS.

- Liaise with Government of India ministries and other state departments for scheme convergence.
- Approve budget allocations and monitor expenditure across the department.
- Preside over review meetings to assess the progress of schemes and projects.
- Adjudicate on appeals filed under the Right to Information Act, 2005.
- Conduct high-level inspections of key infrastructure and field offices.
- Monitor price trends of essential commodities and direct intervention measures.
- Ensure timely redressal of public grievances received at the directorate level.

Behavioral	Functional	Domain
Strategic Leadership - Forward Thinking Decision Making - Sound Judgement Collaborative Leadership - Influencing and Negotiation Outcome Orientation - Accountability 4 total	Policy Architecture - Policy implementation Financial Management - Budget Formulation & Implementation Monitoring & Evaluation - Creation of M&E Framework Citizen Centricity - Citizen Partnering & Collaboration 4 total	Strategic Governance - Departmental Policy Formulation and Review PDS Management - State-level Supply Chain Oversight Legislative Compliance - National Food Security Act (NFSA), 2013 Financial Stewardship - State Budget Allocation and Management Inter-Governmental Relations - Coordination with Government of India on Food Policy Legal Framework - RTI Act, 2005 (First Appellate Authority) Regulatory Oversight - Himachal Pradesh Specified Essential Commodities Order, 2019 Grievance Redressal - Apex-level Public Grievance Management 8 total

Additional Director

Administration

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Assisting the Director in the formulation, implementation, and monitoring of departmental schemes and programs.
- Managing all administrative, establishment, and service matters of the department.
- Ensuring the implementation of Centrally Sponsored Schemes and acting as a Nodal Officer for various tasks.
- Coordination within the State Government and with Central Government for scheme implementation, policy feedback, and capacity building.
- Organizing review meetings and monitoring ongoing works, schemes, and projects.
- Representing the department in various meetings as directed by the Director.

Activities

- Supervise the work of the Administration wing, including establishment and service matters.

- Monitor the implementation progress of Centrally Sponsored Schemes.
- Draft policy notes and proposals for the Director's review.
- Coordinate the organization of departmental review meetings and prepare agendas.
- Act as the Nodal Officer for specific government programs or initiatives.
- Review and process files related to staff promotions, transfers, and disciplinary actions.
- Attend inter-departmental meetings to ensure coordination and collaboration.
- Assist in the allocation of budgets and targets to different sections.

Behavioral	Functional	Domain
Team Leadership - Mentoring Operational Excellence - Planning & Prioritization Collaboration - Relationship Management Outcome Orientation - Accountability 4 total	Establishment & HR - Handling Establishment Matters Policy Architecture - Policy implementation Project Management - Project Evaluation & Monitoring Office Management - Office Procedures 4 total	Administrative Management - Establishment and Service Rules Scheme Management - Implementation of Centrally Sponsored Schemes Human Resource Management - Personnel and Staffing Matters Program Management - Monitoring of Departmental Projects Coordination - Nodal Officer Responsibilities Policy Support - Assistance in Policy Formulation Financial Oversight - Assistance in Budget and Target Allocation Meeting Management - Representation in Inter-Departmental Forums 8 total

Recommended Courses:

Course AI Recommended - iGOT Team Building and Team Management Behavioral Competencies Collaboration - Relationship Management Collaborative Leadership - Conflict Management Team Leadership - Sharing constructive feedback Team Leadership - Inspiring others Relevancy - 91%	Course AI Recommended - iGOT Generative AI in Public Policy and Governance Functional Competencies Digital Fluency - Digital Tools (MS office, Excel, & PPT) & Platforms Data Analytics - Data led Decision making Policy Architecture - Policy design/ amendment Change Management - Change Readiness Relevancy - 80%
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Joint Director

Supply Branch

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Ensuring the smooth functioning of the Food and Supplies Branches.
- Acting as a Nodal Officer for various departmental and Government of India schemes.
- Redressing grievances received through various platforms.
- Conducting inspections under various Control Orders as required.
- Monitoring the supply chain of foodgrains in the State.
- Overseeing the functioning of various District Offices, including conducting annual inspections.
- Coordination within the State Government and with Central Government for scheme implementation, policy feedback, and capacity building.

 Activities

- Supervise the day-to-day operations of the Food and Supply branches.
- Manage the implementation and reporting for schemes where designated as Nodal Officer.
- Investigate and take action on public grievances related to food supply.
- Conduct inspections of district offices and field units to ensure compliance.
- Monitor the state-wide stock position and movement of foodgrains.
- Review performance reports from District Controllers.
- Represent the department in meetings related to supply chain management.
- Issue directives to district offices for improving PDS operations.

Behavioral	Functional	Domain
Operational Excellence - Process Excellence	Government Program Formulation - Implementation & Outreach	PDS Management - State-level Foodgrain Supply Chain Monitoring
Solution Orientation - Systems Thinking	Grievance Redressal - Public Grievance Handling	Scheme Management - Nodal Officer for Departmental and Gol Schemes
Collaboration - Relationship Management	Monitoring & Evaluation - Evaluation of outcomes / outputs	Grievance Redressal - Management of Public Grievances
Outcome Orientation - Accountability	Project Management - Project Evaluation & Monitoring	Inspection and Audit - Annual Inspections of District Offices
4 total	4 total	Regulatory Compliance - Inspections under Control Orders
		Administrative Oversight - Supervision of Food and Supplies Branches
		Coordination - Liaison with District Controllers
		Logistics Management - Oversight of Foodgrain Movement and Storage
		8 total

Recommended Courses:



Course

AI Recommended - iGOT

One Nation One Ration Card - Jan Karmayogi course (English)

Domain Competencies

Rural and Agriculture - Food and Public Distribution

Relevancy - 97%



Course

AI Recommended - iGOT

Handling of Complaints

Functional Competencies

Grievance Redressal - Public Grievance Handling

Relevancy - 95%

Deputy Director

Food Branch

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Ensuring the smooth functioning of the Food Branch.
- Acting as a Nodal Officer for various departmental and Government of India schemes.
- Redressing grievances received at various platforms.
- Conducting inspections under various Control Orders as required.
- Monitoring the supply chain of foodgrains in the State.
- Overseeing the functioning of various District Offices, including conducting annual inspections.
- Representing the department in different kinds of meetings.

Activities

- Manage the day-to-day operations and file work of the Food Branch.
- Coordinate with stakeholders for schemes where designated as Nodal Officer.
- Process and respond to public grievances related to the food branch.
- Conduct field inspections to ensure compliance with food-related control orders.
- Track the movement and availability of foodgrains across the state.
- Conduct annual inspections of District Controller offices.
- Prepare briefs and attend meetings on behalf of the department.
- Assist the Joint Director in overseeing the food supply chain.

Behavioral

Operational Excellence - Planning & Prioritization

Solution Orientation - Analytical Thinking

Service Orientation - Responsiveness

Outcome Orientation - Initiative and Drive

4 total

Functional

Government Program Formulation - Implementation & Outreach

Grievance Redressal - Public Grievance Handling

Monitoring & Evaluation - Evaluation of outcomes / outputs

Office Management - Office Procedures

4 total

Domain

PDS Management - Monitoring Foodgrain Supply Chain

Scheme Management - Nodal Officer for Departmental and GoI Schemes

Grievance Redressal - Handling Public Grievances

Inspection and Audit - Annual Inspections of District Offices

		Regulatory Compliance - Inspections under various Control Orders
		Administrative Oversight - Supervision of Food Branch Operations
		Coordination - Liaison with District Offices
		Reporting - Preparation of Reports for Senior Management
		8 total

Recommended Courses:

Course AI Recommended - iGOT One Nation One Ration Card - Jan Karmayogi course (English) Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 96%	Course AI Recommended - iGOT Litigation Matters under the Food Safety and Standards Act 2006 Domain Competencies Social - Health and Family Welfare Relevancy - 85%
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Deputy Controller of Finance & Accounts

Finance & Accounts Branch

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Mandatory involvement in all financial matters including sanctions, pay fixation, pension cases, and procurement.
- Assisting in budget formulation, allocation, and preparation of excess/surrender statements.
- Conducting internal inspections of stores, stocks, and cash.
- Ensuring adherence to financial rules (HPFR) and propriety.
- Assisting in the disposal of audit objections from CAG/PAC.
- Keeping watch on the recovery of loans and advances.

 Activities

- Scrutinize all financial proposals and bills for compliance with financial rules.
- Process cases for pay fixation, pensions, and ACPS.
- Prepare the departmental budget and monitor expenditure against allocations.
- Conduct periodic internal audits of cash, stores, and stocks in various offices.
- Draft replies to audit objections raised by the Accountant General.
- Monitor the recovery of outstanding loans and advances due to the government.
- Provide financial advice on procurement proposals and contract agreements.
- Ensure timely implementation of Finance Department instructions.

Behavioral	Functional	Domain
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Solution Orientation - Attention to Detail Outcome Orientation - Accountability Decision Making - Logical Reasoning Personal Effectiveness - Resilience 4 total	Financial Management - Budget Formulation & Implementation Financial Management - Expenditure Management Financial Management - Government accounts Public Procurement (GFR) - Procurement of Services / Goods / Works 4 total	Financial Management - Compliance with Himachal Pradesh Financial Rules (HPFR) Audit Compliance - Disposal of CAG/PAC Audit Objections Internal Audit - Inspection of Stores, Stocks, and Cash Budgeting - Budget Formulation and Allocation Procurement - Scrutiny of Procurement Processes Personnel Finance - Pay Fixation and Pension Case Scrutiny Financial Reporting - Preparation of Excess/Surrender Statements Revenue Management - Monitoring Recovery of Loans and Advances 8 total
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Recommended Courses:

 Course AI Recommended - iGOT Compilation of Monthly, Appropriation and Finance Accounts Functional Competencies Financial Management - Government accounts Financial Management - Expenditure Management Relevancy - 95%	 Course AI Recommended - iGOT Contract Management Functional Competencies Public Procurement (GFR) - Contract Management Litigation Management - Legal Know-How Relevancy - 90%
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District Controller

Executive Officer in District/Supervise the Field Functionary

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Overall planning, management, and implementation of all government policies at the district level.
- Ensuring food security and availability of essential commodities and petroleum products within the district.
- Managing the district-level Public Distribution System (PDS), including sub-allocation of foodgrains.
- Monitoring prices, distribution of food items, and quality of essential commodities.
- Coordinating with the District Collector and other departments for scheme implementation.
- Acting as the Public Information Officer (PIO) under the RTI Act, 2005.
- Handling grievance redressal and supervising Consumer Affairs camps under the Consumer Protection Act, 2019.

Activities

- Oversee the distribution of foodgrains and essential commodities through Fair Price Shops in the district.
- Conduct inspections of godowns, fair price shops, and procurement mandis.
- Convene district-level review meetings to monitor scheme implementation.
- Coordinate with oil companies for the supply of petroleum products.
- Respond to applications and queries as the Public Information Officer (PIO) for RTI.
- Investigate and resolve public grievances related to PDS and consumer affairs.
- Supervise the organization of Consumer Affairs awareness camps.
- Prepare and submit district-level performance reports to the Directorate.
- Monitor the quality of essential commodities by ensuring regular sample collection.

Behavioral	Functional	Domain
Team Leadership - Inspiring others Service Orientation - Responsiveness Solution Orientation - Analytical Thinking Collaboration - Relationship Management 4 total	Project Management - Project Implementation Grievance Redressal - Public Grievance Handling Handling RTI Matters - RTI Responsiveness Monitoring & Evaluation - Evaluation of outcomes / outputs 4 total	District Administration - Implementation of Government Policies at District Level PDS Management - District Supply Chain and Logistics Legislative Compliance - National Food Security Act (NFSA), 2013 Implementation Legal Framework - Consumer Protection Act, 2019 Legal Framework - RTI Act, 2005 (Public Information Officer) Regulatory Oversight - Price Monitoring and Control of Essential Commodities Quality Assurance - Monitoring Quality of Essential Commodities Coordination - Liaison with District Collector and other Departments 8 total

Recommended Courses:

Course AI Recommended - iGOT One Nation One Ration Card - Jan Karmayogi course (English) Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 96%	Course AI Recommended - iGOT Uniform Specification of Food Grains Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 90%
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Law Officer

Legal Branch

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Ensuring the department's actions are legally sound by handling court cases and providing legal advice.
- Handling cases related to the department, PDS regulations, and Consumer Protection Acts.
- Drafting and vetting legal documents, including replies and petitions.
- Making court appearances and representing the department in legal forums.
- Monitoring compliance with various laws and regulations.

 Activities

- Draft counter-affidavits and replies for cases filed against the department.
- Provide legal opinion on administrative and policy matters.
- Vet contracts, agreements, and other legal documents before execution.
- Brief government counsels and senior officers on the status of court cases.
- Appear in various courts and tribunals to represent the department.
- Maintain a database of all ongoing litigation (LIMBS).
- Research legal precedents and case law relevant to departmental issues.
- Advise on the legal implications of new schemes and policies.

Behavioral	Functional	Domain
Solution Orientation - Analytical Thinking Decision Making - Logical Reasoning Solution Orientation - Attention to Detail Communication - Reading & Comprehension 4 total	Litigation Management - Legal Know-How Litigation Management - Court case management Litigation Management - LIMBS Portal Management Office Management - Noting & Drafting of official Communications 4 total	Litigation Management - Handling Departmental Court Cases Legal Drafting - Drafting and Vetting of Legal Documents Legal Advisory - Providing Legal Research and Advice Legal Representation - Court Appearances and Representation Compliance Monitoring - Monitoring Compliance with Laws and Regulations Specialized Law - PDS Regulations and Consumer Protection Acts Administrative Law - Knowledge of Service Rules and Regulations Contract Law - Vetting of Tenders and Contracts 8 total

Superintendent (Grade - I)

Administration

Behavioral: 4 total Functional: 4 total Domain: 8 total

- Supervising all administrative branch work.
- Handling establishment and service matters of employees.
- Controlling and monitoring the work of Group-C and Group-D staff.
- Ensuring proper maintenance of records and timely submission of court and time-bound cases.
- Acting as Nodal Officer for various departmental works/tasks.

 Activities

- Oversee the day-to-day functioning of the administrative branch.
- Process files related to appointments, promotions, transfers, and leave.
- Monitor the movement of files to ensure timely disposal of PUCs.
- Ensure maintenance of service books and other establishment records.
- Track and ensure timely submission of replies for court cases.
- Supervise the work of Senior Assistants, Clerks, and other support staff.
- Coordinate tasks and compile information as a Nodal Officer.
- Manage the diary, dispatch, and record-keeping functions of the branch.

Behavioral	Functional	Domain
Team Leadership - Mentoring Operational Excellence - Planning & Prioritization Solution Orientation - Attention to Detail Outcome Orientation - Accountability 4 total	Establishment & HR - Handling Establishment Matters Office Management - Office Procedures Office Management - File/DAK Management Litigation Management - Court case management 4 total	Administrative Supervision - Oversight of Administrative Branch Work Establishment Management - Handling of Service Matters Personnel Management - Supervision of Group-C and Group-D Staff Record Management - Maintenance of Registers, Diaries, and Guard Files Compliance - Timely Submission of Court and Time-Bound Cases Coordination - Nodal Officer for Departmental Tasks Workflow Management - Monitoring File Movement and PUC Disposal Service Rules - Knowledge of HP Civil Services Rules 8 total

Recommended Courses:



Course

AI Recommended - iGOT

Government Litigation Management and Tribunal Procedures

Functional Competencies

Litigation Management - Legal Know-How

Litigation Management - Court case management

Office Management - Noting & Drafting of official Communications

Relevancy - 96%



Course

AI Recommended - iGOT

Annual Performance Appraisal Report (APAR) - Updated Functional Competencies

Establishment & HR - Handling performance appraisal

Relevancy - 90%

Superintendent (Grade - I)

Food/Supply Branch

Behavioral: 4 total Functional: 4 total Domain: 8 total



Roles & Responsibilities

- Ensuring the timely disposal of PUCs (Papers Under Consideration) by officials in the Food/Supplies branches.
- Assisting the Joint Director and Deputy Director in all work related to the Food/Supplies branches.
- Submitting daily dak (mail) received from various sources.
- Acting as Nodal Officer for various departmental works/tasks.
- Attending and representing the department in different kinds of meetings.



Activities

- Monitor the progress of files and PUCs within the Food and Supply branches.
- Supervise the work of assistants and clerks in the section.
- Assist senior officers in preparing notes, reports, and correspondence.
- Manage the inward and outward mail (dak) for the branch.
- Compile information and coordinate tasks as a Nodal Officer.
- Attend meetings as directed and prepare minutes or action-taken reports.
- Ensure proper record-keeping and file management within the branch.
- Track deadlines and ensure timely responses to time-bound matters.

Behavioral

- Team Leadership - Mentoring
- Operational Excellence - Planning & Prioritization
- Outcome Orientation - Initiative and Drive
- Collaboration - Knowledge Sharing

4 total

Functional

- Office Management - Office Procedures
- Office Management - File/DAK Management
- Monitoring & Evaluation - Evaluation of outcomes / outputs
- Data Analytics - Data Management

4 total

Domain

- Branch Supervision - Oversight of Food and Supply Branch Work
- Workflow Management - Ensuring Timely Disposal of PUCs
- Administrative Support - Assisting Joint/Deputy Director
- Coordination - Nodal Officer for Departmental Tasks

		Communication Management - Handling of Daily Dak PDS Procedures - Knowledge of Food and Supply Branch Functions Meeting Management - Representation in Departmental Meetings Personnel Supervision - Monitoring of Branch Officials' Work 8 total
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Recommended Courses:

 Course AI Recommended - iGOT One Nation One Ration Card - Jan Karmayogi course (English) Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 96%	 Course AI Recommended - iGOT An overview of FCI and its operations Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 90%
 Course AI Recommended - iGOT Introduction to Quality Control in FCI Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 88%	 Course AI Recommended - iGOT Office Supervision Functional Competencies Office Management - Office Procedures Relevancy - 95%
 Course AI Recommended - iGOT Official Meeting - Role of Personal Staff Functional Competencies Office Management - Office Procedures Office Management - Noting & Drafting of official Communications Relevancy - 82%	

Computer Programmer

e-PDS/SMART PDS Branch/IT Cell

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Managing the department's IT infrastructure and ensuring efficient data management.
- Troubleshooting technical issues and implementing IT solutions for departmental schemes.
- Managing the departmental website and monitoring IT solutions in Public Distribution Schemes.

- Monitoring and maintaining applications/portals such as e-office, AEBAS, Ration Card Management System, e-POS, and Supply Chain Module.

 Activities

- Monitor the performance and uptime of all departmental IT portals.
- Provide technical support to users for applications like e-PDS and e-Office.
- Manage and update content on the departmental website.
- Implement new IT solutions and software upgrades as required.
- Troubleshoot hardware, software, and network problems.
- Generate reports from various IT systems for management review.
- Coordinate with NIC and other technical agencies for system maintenance.
- Ensure data security and integrity across all IT platforms.

Behavioral	Functional	Domain
Solution Orientation - Analytical Thinking Personal Effectiveness - Navigating Ambiguity Service Orientation - Responsiveness Self-Awareness - Self-Learning 4 total	Digital Fluency - Digital Service Design Data Analytics - Data Management Project Management - Project Implementation Information & Communication Management - Management of information on official websites 4 total	IT Application Management - e-PDS / SMART PDS Portal IT Application Management - Ration Card Management System IT Application Management - e-POS and Supply Chain Module IT Application Management - AEBAS Portal Management IT Infrastructure - System and Network Troubleshooting Web Management - Departmental Website Administration System Administration - e-Office Portal Management IT Security - Data Security and Backup Management 8 total

Recommended Courses:

 Course AI Recommended - iGOT Introduction to Big Data in Governance Functional Competencies Data Analytics - Data led Decision making Data Analytics - Data Analysis & Visualization Data Analytics - Data Management Data Analytics - Data Use and Governance Relevancy - 80%	 Course AI Recommended - iGOT Designing Citizen Centric Digital Services Functional Competencies Digital Fluency - Digital Service Design Citizen Centricity - Design Thinking Relevancy - 89%
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Finance & Account Branch

Behavioral: 4 total Functional: 4 total Domain: 8 total



Roles & Responsibilities

- Involvement in all financial matters including sanctions, pay fixation, pension cases, and bill scrutiny.
- Assisting in budget formulation, allocation, and scrutiny of new expenditure proposals.
- Conducting internal inspections and verifying stores, stocks, and cash.
- Assisting in the disposal of audit objections from CAG/PAC.
- Ensuring adherence to financial rules and propriety.



Activities

- Examine bills and financial proposals for correctness and rule compliance.
- Prepare notes and process files for financial sanctions.
- Assist in the compilation of the departmental budget.
- Participate in internal inspection teams for verifying stores and cash.
- Draft replies and compile documents for audit objections.
- Process pay fixation, pension, and ACPS cases.
- Maintain financial records and registers of the section.
- Ensure compliance with instructions from the Finance Department.

Behavioral

- Solution Orientation - Attention to Detail
- Outcome Orientation - Accountability
- Decision Making - Logical Reasoning
- Team Leadership - Mentoring

4 total

Functional

- Financial Management - Government accounts
- Financial Management - Expenditure Management
- Financial Management - Budget Formulation & Implementation
- Office Management - Office Procedures

4 total

Domain

- Financial Scrutiny - Bill Scrutiny and Processing
- Budgeting Support - Assistance in Budget Formulation
- Audit Compliance - Assistance in Disposal of Audit Objections
- Internal Audit - Verification of Stores, Stocks, and Cash
- Personnel Finance - Processing of Pay Fixation and Pension Cases
- Financial Rules - Adherence to HPFR and Financial Propriety
- Procurement - Scrutiny of Procurement Proposals
- Section Management - Supervision of Finance and Accounts Section

8 total

Recommended Courses:

 Course
 AI Recommended - iGOT

Bill Passing _Imprest_Accounts _Audit Inspection

Functional Competencies

Financial Management - Expenditure Management

Financial Management - Government accounts

Relevancy - **95%**

 Course
 AI Recommended - iGOT

GFR 2017- General System of Financial Management

Functional Competencies

Financial Management - Expenditure Management

Financial Management - Government accounts

Financial Management - Financial Management

Relevancy - **97%**

Food and Supplies Officer

Inspection/Field Functionary

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Implementing NFSA and State Subsidy Schemes at the field level through the Fair Price Shop (FPS) network.
- Ensuring the quality of food grains by inspecting wholesale godowns and FPS, and drawing samples.
- Conducting inspections in the open market to control price rise situations.
- Carrying out office inspections of Inspectors.
- Handling work related to public grievances at the field level.
- Attending meetings where designated as the Nodal Officer.

Activities

- Inspect Fair Price Shops to verify stock, sales records, and display of information.
- Draw samples of food grains from godowns and FPS for quality testing.
- Monitor market prices of essential commodities and report anomalies.
- Conduct office inspections of subordinate Inspector staff.
- Investigate and resolve public complaints regarding PDS services.
- Ensure timely distribution of subsidized items as per government schemes.
- Prepare and submit field inspection reports to the District Controller.
- Act as a Nodal Officer for specific schemes or tasks at the block/tehsil level.

Behavioral	Functional	Domain
Service Orientation - Service Excellence (wrt citizens) Outcome Orientation - Initiative and Drive Solution Orientation - Attention to Detail Collaboration - Relationship Management 4 total	Grievance Redressal - Public Grievance Handling Monitoring & Evaluation - Evaluation of outcomes / outputs Government Program Formulation - Implementation & Outreach Vigilance Administration - Preventive Vigilance 4 total	Scheme Implementation - National Food Security Act (NFSA), 2013 Scheme Implementation - State Subsidy Schemes Field Inspection - Inspection of Fair Price Shops and Godowns Quality Control - Drawing of Food Grain Samples

		Market Regulation - Monitoring and Control of Price Rise
		Supervision - Office Inspections of Inspectors
		Grievance Management - Field-level Public Grievance Handling
		PDS Operations - Management of FPS Network
		8 total

Recommended Courses:

Course AI Recommended - iGOT One Nation One Ration Card - Jan Karmayogi course (English) Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 97%	Course AI Recommended - iGOT वैज्ञानिक अनाज भंडारण एवं खाद्य नुकसान प्रबंधन Domain Competencies Rural and Agriculture - Agricultural Research and Education Relevancy - 92%
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Superintendent (Grade -II)

N/A

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Ensuring timely submission of court and time-bound cases.
- Maintaining proper custody of branch records, rules, instructions, guard files, and old registers.

 Activities

- Monitor deadlines for court cases and other time-bound matters within the branch.
- Track the movement of files related to court cases.
- Ensure that all branch records and registers are properly stored and maintained.
- Manage the custody and issuance of guard files, rules, and instructions.
- Oversee the process of recording and weeding of old files.
- Assist the branch head in retrieving old records and files as needed.
- Maintain a register of all records held in custody.

Behavioral	Functional	Domain
Operational Excellence - Planning & Prioritization	Office Management - File/DAK Management	Record Management - Custody of Branch Records and Guard Files
Solution Orientation - Attention to Detail	Office Management - Office Procedures	Compliance Monitoring - Tracking of Court and Time-Bound Cases
Outcome Orientation - Accountability	Litigation Management - Court case management	Archival Management - Maintenance of Old Registers and Files

Personal Effectiveness - Resilience 4 total	Data Analytics - Data Management 4 total	Office Procedures - Knowledge of Manual of Office Procedure Supervision - Oversight of Section's Record Keeping Litigation Support - Ensuring Timely Submission of Case Files Information Retrieval - Locating and Providing Old Records Workflow Management - Monitoring Deadlines for Official Submissions 8 total
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Recommended Courses:

Course AI Recommended - iGOT Training Programme on eoffice Functional Competencies Office Management - E-Office Office Management - File/DAK Management Digital Fluency - Digital Tools (MS office, Excel, & PPT) & Platforms Relevancy - 95%	Course AI Recommended - iGOT Records Management Functional Competencies Office Management - File/DAK Management Office Management - Office Procedures Relevancy - 100%
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Personal Assistant

Personal staff

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Maintaining records of meetings for senior officers.
- Attending to official telephone calls.
- Taking dictation and preparing drafts.
- Performing other duties assigned by the controlling officer.

 Activities

- Take dictation in shorthand and transcribe it accurately.
- Draft letters, memos, and other communications for the officer.
- Manage the officer's appointments, schedule, and travel arrangements.
- Screen telephone calls and visitors.
- Maintain confidential files and documents.
- Prepare minutes of meetings and track action items.
- Handle official correspondence on behalf of the officer.
- Organize and maintain the officer's office and papers.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail	Office Management - Noting & Drafting of official Communications	Secretarial Support - Taking Dictation and Preparing Drafts
Operational Excellence - Planning & Prioritization	Office Management - File/DAK Management	Meeting Management - Maintaining Records of Meetings
Communication - Active Listening	Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms	Communication Management - Handling Official Telephone Calls
Personal Effectiveness - Stress Management	Office Management - Office Procedures	Office Administration - Appointment Scheduling and Management
4 total	4 total	8 total

Recommended Courses:

Course AI Recommended - iGOT Duties and responsibilities of Personal Assistant Functional Competencies Office Management - Office Procedures Office Management - File/DAK Management Office Management - E-Office Digital Fluency - Digital Tools (MS office, Excel, & PPT) & Platforms Administration Matters - Handling Miscellaneous Matters (Car, Residence, Personal Staff etc.) Relevancy - 100%	Course AI Recommended - iGOT Official Meeting - Role of Personal Staff Functional Competencies Office Management - Office Procedures Office Management - Noting & Drafting of official Communications Relevancy - 100%
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Technical Assistant

N/A

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Overall supervision and monitoring of food testing and quality control.
- Supervision and monitoring of laboratory management.
- Serving as a nominated member of the Tender Committee.

 Activities

- Monitor the process of food sample testing in the laboratory.
- Supervise the maintenance and calibration of lab equipment.
- Review quality control data and reports from the lab.
- Assist in managing the day-to-day operations of the food testing laboratory.
- Participate in Tender Committee meetings for procurement of lab equipment and other items.
- Evaluate technical bids for tenders related to laboratory supplies.
- Ensure adherence to quality control protocols and standards.
- Provide technical inputs for improving laboratory efficiency and accuracy.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail Outcome Orientation - Commitment to Quality Collaboration - Knowledge Sharing Decision Making - Logical Reasoning 4 total	Monitoring & Evaluation - Evaluation of outcomes / outputs Public Procurement (GFR) - Procurement of Services / Goods / Works Material Management - Inventory Management Data Analytics - Data Analysis & Visualization 4 total	Quality Control - Supervision and Monitoring of Food Testing Laboratory Management - Supervision of Laboratory Operations Procurement - Participation in Tender Committee Technical Evaluation - Assessment of Technical Bids Food Safety Standards - Knowledge of FSSAI Norms Equipment Management - Monitoring of Lab Equipment Calibration Data Monitoring - Review of Quality Control Data Reporting - Preparation of Technical Supervision Reports 8 total

Inspector Grade-I, Food, Civil Supplies & Consumer Affairs

Inspection/Field work

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Acting as a field functionary with direct public dealing.
- Conducting inspections of Fair Price Shops.
- Issuing challans for violations like single-use plastic.
- Monitoring price rise situations in the market.
- Drawing samples of food grains to ensure quality.
- Handling ration card related work including deletion, updation, and transfer.
- Dealing with work related to public grievances.

Activities

- Inspect Fair Price Shops for stock verification, record maintenance, and service quality.
- Draw samples of wheat, rice, and other commodities for laboratory testing.
- Monitor retail prices of essential commodities in local markets and report to superiors.
- Process applications for new ration cards, modifications, and deletions.
- Investigate public complaints regarding FPS dealers or quality of foodgrains.
- Conduct raids and issue challans for hoarding or use of banned items.
- Educate FPS dealers and beneficiaries about PDS rules and entitlements.
- Prepare and submit daily/weekly field reports.

Behavioral	Functional	Domain
Service Orientation - Service Excellence (wrt citizens) Outcome Orientation - Initiative and Drive Solution Orientation - Attention to Detail Communication - Active Listening 4 total	Grievance Redressal - Public Grievance Handling Vigilance Administration - Preventive Vigilance Data Analytics - Data Management Citizen Centricity - Design Thinking 4 total	Field Inspection - Inspection of Fair Price Shops Ration Card Management - Deletion, Updation, and Transfer of Ration Cards Quality Control - Drawing of Food Grain Samples Market Regulation - Monitoring of Price Rise Situations Enforcement - Issuing Challans for Violations Public Dealing - Handling Public Grievances at Field Level PDS Operations - Knowledge of PDS Control Orders Reporting - Preparation of Field Inspection Reports 8 total

Recommended Courses:

 Course AI Recommended - iGOT One Nation One Ration Card - Jan Karmayogi course (English) Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 98%	 Course AI Recommended - iGOT Uniform Specification of Food Grains Domain Competencies Rural and Agriculture - Food and Public Distribution Relevancy - 95%
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Senior Assistant

Office work/Ministerial staff

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Handling establishment matters, including noting and drafting.
- Maintenance of service records of employees.
- Processing recruitment, promotion, leave, and pension cases.
- Handling pay fixation, transfers, seniority, and court cases.
- Managing other administrative work including technical staff matters.

Activities

- Prepare notes and drafts on files related to establishment matters.
- Maintain and update service books of government employees.
- Process files for DPCs, promotions, and confirmations.
- Calculate and process pension papers for retiring employees.
- Prepare replies and statements for court cases related to service matters.
- Handle correspondence regarding transfers and postings.
- Maintain seniority lists of various cadres.
- Process leave applications and maintain leave records.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail	Establishment & HR - Handling Establishment Matters	Establishment Management - Noting and Drafting on Service Matters
Outcome Orientation - Accountability	Establishment & HR - Handling Fundamental Rules /Supplementary Rules	Record Management - Maintenance of Service Records
Decision Making - Logical Reasoning	Office Management - Noting & Drafting of official Communications	Personnel Administration - Processing of Recruitment and Promotion Cases
Collaboration - Knowledge Sharing	Litigation Management - Legal Know-How	Personnel Administration - Processing of Pension and Leave Matters
4 total	4 total	Personnel Finance - Handling of Pay Fixation Cases
		Cadre Management - Handling of Transfers and Seniority Lists
		Litigation Support - Handling of Court Cases related to Service Matters
		Service Rules - Knowledge of CCS/State Service Rules
		8 total

Recommended Courses:



Course

AI Recommended - iGOT

Pay Fixation - Updated

Functional Competencies

Establishment & HR - Handling Fundamental Rules /Supplementary Rules

Financial Management - Expenditure Management

Relevancy - 98%



Course

AI Recommended - iGOT

Framing and Amendment of Recruitment Rules

Functional Competencies

Establishment & HR - Handling Establishment Matters

Policy Architecture - Policy design/ amendment

Relevancy - 94%

Statistical Assistant

Statistical Branch

Behavioral: 4 total Functional: 4 total Domain: 10 total

Roles & Responsibilities

- Handling all statistical work of the department, including data compilation and preparation of returns.
- Preparing requisite data and information for the timely disposal of Papers Under Consideration (PUCs).
- Supporting evidence-based decision-making by providing accurate statistical reports and analysis.
- Maintaining and managing the departmental statistical database and records.

Activities

- Collect statistical data from various departmental sources, including district offices and field units.
- Compile data related to Public Distribution System (PDS), National Food Security Act (NFSA) implementation, stock positions, and price monitoring.
- Prepare and submit periodic statistical reports and returns as required by the department and government.
- Analyze compiled data to identify trends, patterns, and anomalies for reporting purposes.
- Generate specific data sets and information required for responding to official queries and PUCs.
- Verify the accuracy and consistency of incoming data before compilation and analysis.
- Assist senior officers in the interpretation and presentation of statistical information.
- Maintain organized records of all data sources, reports, and returns.

Behavioral

Solution Orientation - Attention to Detail

Solution Orientation - Analytical Thinking

Outcome Orientation - Accountability

Operational Excellence - Planning & Prioritization

4 total

Functional

Data Analytics - Data Management

Data Analytics - Data Analysis & Visualization

Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms

Office Management - Office Procedures

4 total

Domain

Data Management - Departmental Data Compilation and Consolidation

Data Management - Statistical Reporting and Returns Generation

Data Analysis - Public Distribution System (PDS) Metrics Analysis

Data Analysis - National Food Security Act (NFSA) Beneficiary Data Analysis

Scheme Knowledge - Public Distribution System (PDS) Operational Data

		Scheme Knowledge - State Subsidy Schemes Data Framework Administrative Procedures - Data Provision for Papers Under Consideration (PUCs) IT Systems - Data Extraction from Departmental Portals (e-PDS, RCMS) Data Quality - Data Verification and Validation Techniques Financial Data - Essential Commodity Price Monitoring and Analysis 10 total
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Senior Scale Stenographer

Shorthand, typing and documentation support to officers

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Performing shorthand and typing work for senior officers.
- Handling departmental typing tasks with higher responsibility.
- Carrying out duties assigned by the controlling officer.

Activities

- Take dictation from senior officers on confidential and complex matters.
- Accurately transcribe and type official communications, notes, and reports.
- Manage the flow of documents for the officer's signature.
- Assist the Personal Assistant in managing the officer's schedule and correspondence.
- Handle sensitive and urgent typing tasks with priority.
- Ensure high standards of grammar, spelling, and formatting in all documents.
- Maintain a high degree of confidentiality and discretion.

Behavioral Solution Orientation - Attention to Detail Outcome Orientation - Accountability Communication - Active Listening Personal Effectiveness - Stress Management 4 total	Functional Office Management - Noting & Drafting of official Communications Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms Office Management - Office Procedures Office Management - File/DAK Management 4 total	Domain Advanced Stenography - High-Speed Shorthand and Transcription Secretarial Practice - Supporting Senior Officers Documentation - Handling Confidential and Departmental Typing Confidentiality - Management of Sensitive Official Information Speed and Accuracy - Efficient and Error-Free Typing
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		Language Proficiency - Advanced Grammar and Formatting
		Office Support - Carrying out duties assigned by controlling officer
		Time Management - Prioritizing Urgent Typing Tasks
		8 total

Recommended Courses:

Course Office Procedure and Dak Managements Domain Competencies Governance - Posts Relevancy - 85%	AI Recommended - iGOT	Course Fundamentals of Government Office Procedures and Communication Functional Competencies Office Management - Office Procedures Office Management - File/DAK Management Office Management - Noting & Drafting of official Communications Relevancy - 92%	AI Recommended - iGOT
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Head Analyst

N/A

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Supervising the work of Junior Analysts and reviewing their reports.
- Performing testing of food commodities as per FSSAI norms to ensure quality compliance.
- Providing technical guidance and maintaining liaison with GoHP, GoI, FCI, and other departments.
- Managing calibration activities of the laboratory.
- Overseeing the procurement of laboratory instruments, equipment, chemicals, and machinery.

 Activities

- Assign testing work to Junior Analysts and supervise their activities.
- Review and approve test reports for food commodity samples.
- Conduct complex or critical tests on food samples according to FSSAI standards.
- Ensure all laboratory equipment is calibrated and maintained correctly.
- Initiate and manage the procurement process for lab supplies and equipment.
- Provide technical guidance to field staff on sample collection.
- Liaise with FCI and other agencies on quality control matters.
- Maintain all laboratory records and documentation as per NABL/FSSAI guidelines.

Behavioral	Functional	Domain
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Team Leadership - Mentoring	Public Procurement (GFR) - Procurement of Services / Goods / Works	Laboratory Management - Supervision of Junior Analysts
Solution Orientation - Attention to Detail	Material Management - Inventory Management	Food Quality Testing - Compliance with FSSAI Norms
Outcome Orientation - Commitment to Quality	Monitoring & Evaluation - Evaluation of outcomes / outputs	Technical Guidance - Providing Technical Expertise on Food Testing
Decision Making - Sound Judgement	Office Management - Technical Proposal / Report writing	Laboratory Operations - Management of Laboratory Calibration Activities
4 total	4 total	Procurement Management - Procurement of Laboratory Instruments and Chemicals
		Coordination - Liaison with Gol, FCI, and other Departments
		Quality Assurance - Review and Validation of Test Reports
		Accreditation - Knowledge of NABL/ISO 17025 standards
		8 total

Junior Analyst

Sample Analysis

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Testing of food commodities as per FSSAI norms to ensure quality parameters are met.
- Providing technical guidance.
- Maintaining communication/coordination with GoHP, Gol, FCI, and other State Departments.
- Assisting in calibration activities of the laboratory.
- Assisting in the procurement of laboratory instruments, equipment, chemicals, and machinery.

Activities

- Receive and register food samples for testing.
- Conduct chemical and physical tests on food commodities according to FSSAI methods.
- Record test results accurately in lab registers and software.
- Prepare test reports for review by the Head Analyst.
- Assist in the periodic calibration of laboratory equipment.
- Help in preparing indents and specifications for procurement of lab items.
- Maintain the cleanliness and orderliness of the laboratory workspace.
- Follow safety protocols during chemical handling and testing.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail	Data Analytics - Data Management	Food Analysis - Testing of Food Commodities as per FSSAI Norms

Outcome Orientation - Commitment to Quality	Material Management - Inventory Management	Quality Assurance - Ensuring Compliance with Quality Parameters
Self-Awareness - Self-Learning	Office Management - Technical Proposal / Report writing	Laboratory Operations - Assistance in Laboratory Calibration
Collaboration - Knowledge Sharing	Public Procurement (GFR) - Procurement of Services / Goods / Works	Procurement Support - Assistance in Procurement of Lab Equipment
4 total	4 total	8 total

Recommended Courses:

Course AI Recommended - iGOT TOTAL QUALITY MANAGEMENT Behavioral Competencies Operational Excellence - Continuous Improvement Operational Excellence - Process Excellence Outcome Orientation - Commitment to Quality Service Orientation - Service Excellence (wrt citizens) Collaboration - Knowledge Sharing Relevancy - 92%	Course AI Recommended - iGOT Getting Started with EI: Importance for Growth in Government Service Behavioral Competencies Self-Awareness - Self-Analysis Personal Effectiveness - Stress Management Personal Effectiveness - Resilience Collaboration - Relationship Management Service Orientation - Empathy Communication - Active Listening Relevancy - 80%
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Junior Scale Stenographer

Shorthand, typing and documentation support to officers

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Performing shorthand and typing work.
- Handling departmental typing tasks.
- Carrying out duties assigned by the controlling officer.

Activities

- Take dictation in shorthand from officers.
- Transcribe shorthand notes into typed documents.

- Type official letters, notes, and reports.
- Maintain confidentiality of dictated and typed material.
- Assist in preparing documents for meetings.
- Handle routine office tasks as assigned by the controlling officer.
- Ensure accuracy and proper formatting of all typed documents.

Behavioral

- Solution Orientation - Attention to Detail
- Outcome Orientation - Initiative and Drive
- Communication - Active Listening
- Personal Effectiveness - Resilience

4 total

Functional

- Office Management - Noting & Drafting of official Communications
- Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms
- Office Management - Office Procedures
- Office Management - File/DAK Management

4 total

Domain

- Stenography - Shorthand Dictation and Transcription
- Clerical Skills - Official Typing Work
- Documentation - Preparation of Official Documents
- Confidentiality - Handling of Sensitive Information
- Language Proficiency - Grammar and Formatting Skills
- Office Support - Assisting Controlling Officer
- Speed and Accuracy - Efficient Typing and Transcription
- Office Software - Proficiency in Word Processing Software

8 total

Recommended Courses:



Course

AI Recommended - iGOT

Fundamentals of Government Office Procedures and Communication

Functional Competencies

- Office Management - Office Procedures
- Office Management - File/DAK Management
- Office Management - Noting & Drafting of official Communications

Relevancy - 98%



Course

AI Recommended - iGOT

ChatGPT and Generative AI Tools for Government Officials

Functional Competencies

- Digital Fluency - AI/ML tools
- Information & Communication Management - Dissemination of Information

Relevancy - 86%

Steno Typist

Shorthand, typing and documentation support to officers

Behavioral: 4 total Functional: 4 total Domain: 8 total



Roles & Responsibilities

- Performing shorthand and typing work.
- Handling departmental typing tasks.

- Carrying out duties assigned by the controlling officer.

Activities

- Take dictation from officers and type the content.
- Type letters, office orders, and other documents from manuscripts or drafts.
- Ensure typed documents are free from errors and properly formatted.
- Handle photocopying, scanning, and dispatch of typed documents.
- Maintain a record of documents typed and dispatched.
- Perform other clerical duties as assigned by the controlling officer.
- Assist in the preparation of routine reports and statements.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail Outcome Orientation - Initiative and Drive Communication - Reading & Comprehension Personal Effectiveness - Resilience 4 total	Office Management - Noting & Drafting of official Communications Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms Office Management - Office Procedures Data Analytics - Data Management 4 total	Stenography - Shorthand and Typing Work Clerical Skills - Handling Departmental Typing Tasks Documentation - Accurate Transcription and Typing Office Support - Assisting Controlling Officer with Assigned Duties Confidentiality - Maintaining Discretion with Official Documents Speed and Accuracy - Efficient Typing Skills Office Software - Proficiency in Typing Software and MS Word Record Keeping - Maintaining log of typed documents 8 total

Recommended Courses:

 Course AI Recommended - iGOT Getting Along with the Boss Behavioral Competencies Collaboration - Relationship Management Communication - Active Listening Personal Effectiveness - Stress Management Operational Excellence - Planning & Prioritization Service Orientation - Empathy Self-Awareness - Self-Analysis Relevancy - 83%	 Course AI Recommended - iGOT Level-I CSSS Course to Develop Domain Competencies (Part-I) Functional Competencies Office Management - Office Procedures Office Management - File/DAK Management Office Management - E-Office Digital Fluency - Digital Tools (MS office, Excel, & PPT) & Platforms Relevancy - 95%
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Junior Office Assistant (IT)

Office work/Ministerial staff

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Performing typing work and assisting in the preparation of reports and information.
- Maintaining registers and performing other duties as assigned.
- Handling various IT portals such as PMIS, AEBAS, E-Samadhan, CM Sankalp, Himkosh, GeM, e-Office.
- Dealing with PUCs and preparing data/information for the Controlling Officer.

Activities

- Perform high-volume typing and data entry tasks with accuracy.
- Operate and manage data on various government IT portals.
- Assist in the creation of presentations and reports using MS Office.
- Maintain digital records and files on the e-Office platform.
- Compile data from different sources for PUCs and official statements.
- Provide basic IT support to other staff members in the section.
- Manage email correspondence and scheduling as assigned.
- Ensure proper maintenance and handling of IT equipment.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail Self-Awareness - Self-Learning Outcome Orientation - Initiative and Drive Collaboration - Knowledge Sharing 4 total	Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms Office Management - E-Office Data Analytics - Data Management Office Management - File/DAK Management 4 total	IT Operations - Handling of PMIS and AEBAS Portals IT Operations - Handling of e-Office and Him Access (SSO) Financial Portals - Operation of Himkosh and GeM Grievance Portals - Handling E-Samadhan and CM Sankalp Clerical Support - Typing and Report Preparation Data Management - Data Preparation for PUCs Record Keeping - Maintenance of Official Registers Office Software - Proficiency in MS Office Suite 8 total

Recommended Courses:



Course

AI Recommended - iGOT

Procurement Process on GeM for Services

Functional Competencies

Public Procurement (GFR) - Procurement Mgmt. through GeM

Public Procurement (GFR) - Procurement of Services / Goods / Works

Office Management - E-Office

Relevancy - 90%



Course

AI Recommended - iGOT

Office Procedures

Functional Competencies

Office Management - Office Procedures

Office Management - File/DAK Management

Office Management - Noting & Drafting of official Communications

Relevancy - 94%

Clerk

Office work/Ministerial staff

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Performing typing work and assisting in the preparation of reports.
- Maintaining registers and records.
- Handling various IT portals such as PMIS, AEBAS, E-Samadhan, CM Sankalp, Himkosh, GeM, e-Office.
- Dealing with PUCs and preparing data/information for the Controlling Officer.

Activities

- Type official letters, notes, and documents as assigned.
- Enter and update data in various government IT portals.
- Maintain physical files, registers, and diaries of the section.
- Assist in compiling information required for reports and PUCs.
- Handle the movement of files (dak) within and outside the section.
- Take photocopies and manage stationery for the section.
- Retrieve records and files as required by senior officials.
- Perform data entry tasks on e-Office and other platforms.

Behavioral

- Solution Orientation - Attention to Detail
- Outcome Orientation - Initiative and Drive
- Collaboration - Knowledge Sharing
- Personal Effectiveness - Resilience

4 total

Functional

- Office Management - File/DAK Management
- Office Management - E-Office
- Digital Fluency - Digital Tools (MS office, Excel, PPT & AI tools) & Platforms
- Data Analytics - Data Management

4 total

Domain

- Clerical Work - Typing and Documentation
- Record Keeping - Maintenance of Registers
- IT Portal Handling - Data Entry in PMIS, AEBAS, e-Office
- IT Portal Handling - Operation of Himkosh and GeM portals
- Data Compilation - Preparation of Data for PUCs

		Report Preparation - Assisting in Preparation of Reports
		Office Procedures - Dak and File Movement
		Grievance Portal - Handling E-Samadhan and CM Sankalp portals
		8 total

Recommended Courses:

Course AI Recommended - iGOT ChatGPT and Generative AI tools for Government Officials Functional Competencies Digital Fluency - AI/ML tools Data Analytics - Data Analysis & Visualization Relevancy - 85%	Course AI Recommended - iGOT Introduction to E-Office Functional Competencies Office Management - E-Office Digital Fluency - Digital Tools (MS office, Excel, & PPT) & Platforms Relevancy - 95%
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Controller (Legal Metrology)

Head of Legal Metrology, Weight & Measurement wing

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Overall in-charge of the Weights & Measures Organization, directing all technical and legal work.
- Compounding cases and sanctioning prosecutions under the Standards of Weights and Measures (Enforcement) Act and Central Acts.
- Granting licenses to manufacturers, dealers, and repairers of weights and measures.
- Conducting inspections of business premises, shopkeepers, and other establishments.
- Handling correspondence with the Government of India regarding Legal Metrology Acts/Rules.
- Representing the department in meetings and conferences with the State and Central Governments.

Activities

- Direct and control all functions of the Legal Metrology wing.
- Review and approve sanctions for prosecution in legal metrology cases.
- Issue and renew licenses for manufacturers and dealers of weighing instruments.
- Conduct surprise inspections of major commercial establishments and industries.
- Preside over case compounding proceedings as per legal provisions.
- Draft official correspondence to the Government of India on policy and legal matters.
- Attend national-level conferences on legal metrology standards and practices.
- Set performance targets for the Legal Metrology wing and monitor achievements.

Behavioral	Functional	Domain
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Strategic Leadership - Forward Thinking Decision Making - Sound Judgement Outcome Orientation - Accountability Solution Orientation - Analytical Thinking 4 total	Vigilance Administration - Handling prosecution cases Litigation Management - Legal Know-How Policy Architecture - Policy implementation Monitoring & Evaluation - Creation of M&E Framework 4 total	Legal Metrology - Standards of Weights and Measures (Enforcement) Act Legal Metrology - Central Legal Metrology Acts and Rules Regulatory Management - Licensing of Manufacturers, Dealers, and Repairers Enforcement - Sanctioning of Prosecutions and Compounding of Cases Inspection and Audit - Oversight of Field Inspections Policy and Coordination - Liaison with Government of India on Metrology Standards Technical Governance - Direction of Technical and Legal Work of the Wing Consumer Protection - Ensuring Fairness in Trade and Commerce 8 total
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Recommended Courses:

Course AI Recommended - iGOT विधिक मापविज्ञान पैक बंद वस्तु नियम 2011 Domain Competencies Rural and Agriculture - Consumer Affairs Relevancy - 100%	Course AI Recommended - iGOT Disciplinary Proceedings in Government Functional Competencies Vigilance Administration - Conduct Rules Vigilance Administration - Proposal preparation for disciplinary proceedings Vigilance Administration - Provisions on Suspension Establishment & HR - Handling Establishment Matters Relevancy - 92%
Course AI Recommended - iGOT Prevention of Corruption Act, 1988 (Amended in 2018) Functional Competencies Vigilance Administration - Handling prosecution cases Vigilance Administration - Preventive Vigilance Litigation Management - Legal Know-How Relevancy - 97%	Course AI Recommended - iGOT Sanction for Prosecution Functional Competencies Vigilance Administration - Handling prosecution cases Litigation Management - Legal Know-How Relevancy - 98%

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Assisting the Controller (Legal Metrology) in all technical and legal work.
- Compounding cases under the Standards of Weights and Measures (Enforcement) Act and Central Acts.
- Conducting inspections of business premises, shops, and other establishments.
- Handling correspondence with the Government of India related to Acts/Rules.
- Attending meetings and conferences with the State and Central Governments as required.

 Activities

- Review technical and legal case files and provide recommendations to the Controller.
- Preside over proceedings for compounding of offenses under Legal Metrology laws.
- Lead inspection teams for surprise checks on industrial and commercial units.
- Draft responses and communications to the Government of India on legal and technical queries.
- Represent the wing in inter-departmental and state-level meetings.
- Supervise the work of Deputy and Assistant Controllers.
- Analyze inspection data to identify trends and areas for targeted enforcement.

Behavioral	Functional	Domain
Decision Making - Logical Reasoning Solution Orientation - Analytical Thinking Outcome Orientation - Initiative and Drive Collaboration - Relationship Management 4 total	Vigilance Administration - Proposal preparation for disciplinary proceedings Litigation Management - Legal Know-How Monitoring & Evaluation - Evaluation of outcomes / outputs Office Management - Noting & Drafting of official Communications 4 total	Legal Metrology - Standards of Weights and Measures (Enforcement) Act Legal Metrology - Central Legal Metrology Acts and Rules Enforcement - Compounding of Cases Inspection - Inspection of Business Premises and Establishments Policy Correspondence - Handling Communication with Government of India Technical Advisory - Assisting the Controller in Technical and Legal Matters Supervision - Oversight of Junior Metrology Officers Meeting Representation - Attending State and Central Government Meetings 8 total

Deputy Controller (Legal Metrology)

Legal Metrology, Weight & Measurement wing

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Assisting the Controller/Joint Controller in technical and legal work.
- Inspecting the business premises of shopkeepers, shops, and other establishments.
- Routing all administrative, technical, and legal cases of the Weights & Measures Organization to senior officers.
- Handling correspondence with the Government of India related to Acts/Rules.
- Attending meetings and conferences with the State and Central Governments.

 Activities

- Conduct inspections of shops and commercial establishments for compliance.
- Prepare inspection reports and document violations.
- Process and forward administrative, technical, and legal files to the Joint/Controller.
- Draft letters and communications for review by senior officers.
- Attend meetings as a representative of the Legal Metrology wing.
- Provide technical and legal inputs on case files.
- Maintain records of inspections and enforcement actions.
- Assist in the preparation of responses to queries from Gol.

Behavioral	Functional	Domain
Solution Orientation - Attention to Detail Outcome Orientation - Initiative and Drive Collaboration - Knowledge Sharing Personal Effectiveness - Resilience 4 total	Litigation Management - Legal Know-How Office Management - File/DAK Management Office Management - Noting & Drafting of official Communications Vigilance Administration - Preventive Vigilance 4 total	Legal Metrology - Knowledge of Legal Metrology Acts and Rules Inspection - Inspection of Business Premises Case Processing - Routing of Administrative, Technical, and Legal Cases Technical Support - Assisting Senior Controllers in Technical and Legal Work Correspondence - Handling Communication with Government of India Reporting - Preparation of Inspection and Enforcement Reports Regulatory Compliance - Understanding of Weights and Measures Standards Meeting Representation - Attending Official Meetings 8 total

Recommended Courses:

Course

AI Recommended - iGOT

Government Litigation Management and Tribunal Procedures

Functional Competencies

Litigation Management - Legal Know-How

Litigation Management - Court case management

Office Management - Noting & Drafting of official Communications

Relevancy - 98%

Course

AI Recommended - iGOT

PREVENTIVE VIGILANCE

Functional Competencies

Vigilance Administration - Preventive Vigilance

Vigilance Administration - Conduct Rules

Relevancy - 96%

Assistant Controller (Legal Metrology)

Legal Metrology, Weight & Measurement wing

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Functioning as Head of Office/DDO for the division.
- Achieving targets for compounding of cases in the respective division.
- Conducting inspections of the work of Inspectors in the circle offices.
- Carrying out inspections of shops to challan/book cases against defaulting shopkeepers.
- Attending various meetings and supervising the work of Inspector offices.

 Activities

- Manage the administrative and financial matters of the divisional office as DDO.
- Review and compound cases of violations of Legal Metrology laws.
- Conduct surprise inspections of shops, markets, and industrial units.
- Supervise and review the performance of Inspectors (Legal Metrology).
- Issue challans and initiate legal action against defaulters.
- Maintain records of revenue, inspections, and compounded cases.
- Represent the division in district-level meetings.
- Ensure achievement of enforcement and revenue targets for the division.

Behavioral	Functional	Domain
Outcome Orientation - Accountability Solution Orientation - Attention to Detail Team Leadership - Mentoring Decision Making - Sound Judgement 4 total	Financial Management - Expenditure Management Vigilance Administration - Handling prosecution cases Monitoring & Evaluation - Evaluation of outcomes / outputs Establishment & HR - Handling Establishment Matters 4 total	Legal Metrology - Compounding of Cases Inspection - Inspection of Shops and Defaulting Shopkeepers Supervision - Inspection of Inspectors' Work Financial Management - DDO (Drawing and Disbursing Officer) Powers

		Office Management - Head of Office Responsibilities
		Enforcement - Booking Cases and Issuing Challans
		Target Achievement - Meeting Compounding and Revenue Targets
		Regulatory Compliance - Knowledge of Legal Metrology Acts
		8 total

Recommended Courses:

Course AI Recommended - iGOT Evaluation of Evidence Functional Competencies Vigilance Administration - Proposal preparation for disciplinary proceedings Litigation Management - Legal Know-How Relevancy - 95%	Course AI Recommended - iGOT GFR 2017- General System of Financial Management Functional Competencies Financial Management - Expenditure Management Financial Management - Government accounts Financial Management - Financial Management Relevancy - 94%
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Inspector (Legal Metrology)

Inspection/Field work

Behavioral: 4 total Functional: 4 total Domain: 8 total

 Roles & Responsibilities

- Acting as a field functionary for the Weights & Measures Organization.
- Stamping and verification of weights, measures, and instruments.
- Depositing revenue earned from stamping and verification into the Government Treasury.
- Conducting inspections of shops and taking action against defaulting shopkeepers.

 Activities

- Visit business premises to conduct verification and stamping of weighing and measuring instruments.
- Collect prescribed fees for verification and stamping services.
- Deposit collected revenue into the designated government treasury account.
- Conduct surprise inspections of markets, petrol pumps.
- Book cases and issue challans for violations of the Legal Metrology Act.
- Seize non-compliant weights, measures, or packaged commodities as evidence.
- Maintain a daily diary of work performed and inspections conducted.
- Prepare and submit inspection and enforcement reports to the Assistant Controller.

Behavioral	Functional	Domain
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Outcome Orientation - Accountability	Vigilance Administration - Preventive Vigilance	Field Enforcement - Stamping and Verification of Weights and Measures
Service Orientation - Responsiveness	Financial Management - Government accounts	Inspection - Inspection of Shops and Commercial Establishments
Solution Orientation - Attention to Detail	Litigation Management - Legal Know-How	Legal Action - Taking Action Against Defaulting Shopkeepers
Personal Effectiveness - Resilience	Grievance Redressal - Public Grievance Handling	Revenue Collection - Deposition of Government Revenue
4 total	4 total	8 total

Recommended Courses:

Course AI Recommended - iGOT Government Litigation Management and Tribunal Procedures Functional Competencies Litigation Management - Legal Know-How Litigation Management - Court case management Office Management - Noting & Drafting of official Communications Relevancy - 92%	Course AI Recommended - iGOT Provider - Institute of Secretariat Training and Management Handling of Complaints Functional Competencies Grievance Redressal - Public Grievance Handling Relevancy - 90%
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Manual Assistant

Assist to Inspector (Legal Metrology)

Behavioral: 4 total Functional: 4 total Domain: 8 total

Roles & Responsibilities

- Assisting the Inspector (Legal Metrology) in verification and stamping work.
- Providing support during inspections and challan work.
- Assisting in the preparation of all prescribed reports under the law.

Activities

- Physically handle weights, measures, and equipment during verification and stamping.
- Accompany the Inspector on field inspections of shops and establishments.

- Assist in filling out challan forms and other inspection documents.
- Help in carrying and setting up testing and verification equipment.
- Compile data and assist in drafting inspection reports.
- Maintain the tools and equipment used for inspections.
- Provide logistical support during enforcement drives.

Behavioral	Functional	Domain
Collaboration - Knowledge Sharing Outcome Orientation - Initiative and Drive Solution Orientation - Attention to Detail Self-Awareness - Self-Learning 4 total	Office Management - File/DAK Management Data Analytics - Data Management Office Management - Technical Proposal / Report writing Material Management - Inventory Management 4 total	Field Support - Assistance in Verification and Stamping Work Inspection Support - Assistance in Inspection and Challan Work Reporting Support - Assistance in Preparation of Prescribed Reports Equipment Handling - Manual Handling of Weights and Measures Legal Metrology Procedures - Basic Knowledge of Inspection Processes Teamwork - Collaboration with Inspector (Legal Metrology) Safety - Safe Handling of Field Equipment Documentation - Assisting in filling official forms 8 total

Recommended Courses:

Course AI Recommended - iGOT Inventory Management Functional Competencies Material Management (GFR) - Inventory Management Relevancy - 95%	Course AI Recommended - iGOT Fundamentals of Government Office Procedures and Communication Functional Competencies Office Management - Office Procedures Office Management - File/DAK Management Office Management - Noting & Drafting of official Communications Relevancy - 90%
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Date: 13-08-2026
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Director, Food Civil Supplies
& Consumer Affairs, H.P.,
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