PRADEEP KUMAR
MEMBER STAFF

सत्यमेव जयते

स्वच्छ भारत
एक कदम स्वच्छता की ओर

भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
रेल भवन, नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
RAIL BHAVAN, NEW DELHI-110001

D.O.No.E(MPP)2016/3/20

November 25th, 2016

My dear GMs,

Sub: Qualitative Improvement in Training.

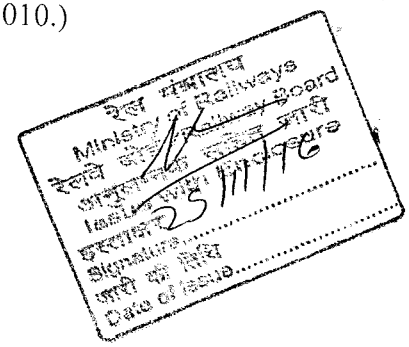
You are well aware that training is an essential component of Human Resource Development in any organization. Indian Railways as the largest employer also needs to give due importance to create the right training environment and improve it on a regular basis.

We have a huge network of 297 Training Centres (60 Main Training Centres and 237 other Training Centres) where railway staff undergo training in initial, refresher, promotional and specialized training programmes. Training Managers are nominated in each department who are required to monitor the quality and content of training programmes, and oversee the effective functioning of various systems on training.

There are instructions to have periodical reviews at the level of GM/AGM also, by holding of meeting of Central Training Advisory Committees (CTAC) which are to meet twice a year (Letter No. E(MPP)97/1/3 dated 20.06.97).

In last few years, some qualitative changes have been introduced to make training more relevant and useful-

a) **Mandatory Yoga training** was introduced for all employees to help cope with stress (letter No. E(MPP)/2015/3/10 dated 15.06.2015, RBE No. 64/2015).
b) **Soft Skills/Customer Care training** for frontline staff was also started to provide better customer interface (letter No.E(MPP)/2015/3/8 dated 19.03.2015, RBE No. 23/2015).
c) **A separate plan head for Training/HRD** i.e PH-65 has also been notified to take care of new works related to training (letter No. 2015/AC-II/2/2 dated 21.01.2016, RBE No. 4/2016).
d) **Improvement in Messing facilities** – Guidelines for improvement in messing facilities have been issued. (Letter No. E(MPP)/2009/3/6 dated 01.07.2010, RBE No. 94/2010.)



Training is an area where qualitative improvements can yield rich dividends for the organization. As effective training has a direct impact on efficiency and safety in all aspects of railway working, it is necessary that a pro-active approach is adopted by undertaking a review of the functioning of all the training centres on your railway. Some of the measures that can be considered by you for this review are:-

i) Review/Nominate afresh the Training Managers of different departments.
ii) Hold the CTAC meeting within the next 3 months, if not held so far during this year. During this meeting, the In-charges of Training Schools can highlight their problems as well as achievements.
iii) Training Managers can inspect all the Training Centres within their domain especially where hostels and mess is functioning. Interaction with the Trainees in such inspections will give good results.
iv) During inspections at various levels of Field Units, the feedback on the effectiveness of training can be obtained from staff.
v) Possibility of making the Training Centres multi-disciplinary can also be considered so as to avoid proliferation of new departmental Training Centres.
vi) Instructor's vacancies as are required should be filled by positive act of selection.

These are only some of the indicative measures. You may add many more items as considered necessary.

I request you to give your attention in this regard and inspire the officers in your railway also to do so. An action taken report may be sent in next one month time.

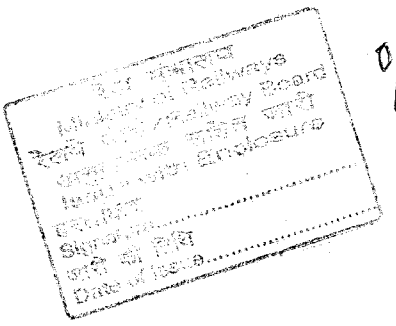
With best wishes,

Yours sincerely,

23.11.16

(Pradeep Kumar)

General Managers,
All Indian Railways.



D/c