

Government of India
Ministry of Railways
(Railway Board)

No. 2002/TGII/39/6/CCI/TRG

New Delhi, dt. 2.7.2002

The General Manager,
Central Railway, Mumbai.
Eastern Railway, Kolkata.
Northern Railway, New Delhi.
N.E. Railway, Gorakhpur.
N.F. Railway, Guwahati.
Southern Railway, Chennai.
S. C. Railway, Secunderabad.
S.E. Railway, Kolkata.
Western Railway, Mumbai.

(Commercial Circular No. 46/2002)

Sub : Customer Care Training at Zonal Training Centres.

The customer care training to the frontline staff of Indian Railways was provided by M/s NIS Sparta Ltd. at Zonal Training Centres (ZTCs) till 16th March, 2001. Since the similar contract has again been awarded to the same Consultant for a further period of two years, Ministry of Railways (Railway Board) has decided that the Customer Care training may again be re-started at all ZTCs from 15.7.2002 on the same pattern as was being done earlier. The schedule of training and the copy Agreement with the Consultant is enclosed.

For the optimum utilisation of the training facility, it may kindly be ensured that :

- a) Senior officers (CTM/Sr. DCM/DCM) should be nominated to monitor the training programs at divisions. They should interact with the participants to get their opinion on the training effectiveness and implement suggestions.
- b) Locations/Division specific issues should be communicated to consultants so that they are addressed during the training program.
- c) Participants being nominated for training should be those actually interfacing the customers and their immediate supervisors.

- f) A report containing the details regarding number of staff trained, the feedback etc. on the customer care training through ZTCs may Invariably be included in the PCDOs submitted to Board (MT).

(Hindi version will follow)

(Dr.P.K. Goel)

Exec. Director, Passenger Marketing
Railway Board.

Copy to:-

- (I) The Chief Commr. Managers, All Indian Railways.
- (II) The Principal, Customer Care Institute, Delhi Kishanganj, Delhi.
- (III) Principals, Zonal Training Centres.

CATEGORY OF STAFF TO BE TRAINED IN CUSTOMER CARE
TRAINING AT ZONAL TRAINING CENTRES.

1. 'Enquiry Staff
2. Ticket Checking Staff
3. Reservation Staff
4. Booking Staff
5. Parcel Office Staff
6. Telephone Enquiry Staff
7. "May I help you" Counter Staff
8. Assistant Station Masters/Station Masters/Dy. Station Supdt./Station Supdt.
9. On Board supporting amenities staff such as Electrical and Mechanical Supervisors.
10. Railway Protection Force staff.
11. Staff of Catering Units

TRAINEES TO BE NOMINATED BY EACH RAILWAY

<u>Railway</u>	<u>Quota allotted per week</u> (in Batches)
Central	02
Eastern	01
Northern	02
North East	01
Northeast Frontier	01
Southern	01
South Central	01
South Eastern	01
Western	02

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