



**Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)**

No.E(MPP) /2015/3/16

New Delhi,
May 19, 2015

**General Managers All Indian Railways and
Production Units,
Director General, NAIR
Directors of CTIs**


**Sub:- Highlighting training achievements and accomplices during passenger and
customer facilitation fortnight -26.5.2015 – 9.6.2015**

Zonal Railways/PUs are aware that a fortnight long programme on passenger and customer facilitation is being organized all over Indian Railways from 26.5.2015 to 9.6.2015. This is primarily aimed toward passenger amenities and customer care. However, this is also an excellent occasion to show case the strength of Indian Railways in terms of training facilities and achievements in upgrading/enhancing skills of Railway employees.

Zonal Railways/PUs are requested to direct the Principals of Training Centres to have interactive sessions at their premises, with some of the University/Colleges, located in the vicinity of the concerned Training Centre. The Faculty/students from some of these adjacent Universities/Colleges may be requested to visit the training facilities, so as to have an idea of the facilities like model rooms, laboratories, simulation centres, machinery, tools and equipments available in these Training Centres. DG/NAIR and Directors of CTIs may take similar action for showcasing their achievements/facilities available at their CTIs. As regards Main Training Centres/other Training Centres where no University/College exists in the vicinity of the Training Centre, these Training Centres may invite senior secondary school children from one of the nearby schools and show case their achievements.

All CTIs and Main/other Training Centres may make best use of the fortnight in building public awareness about the good work being done by Training Centres as also showcasing their achievements in a similar manner including Budget announcements made in 2015-16. A report on the programmes/events being organized may be sent by the Training Centres to Training and Man Power Directorate, Railway Board.

Kindly acknowledge receipt.


(R.R.PRASAD)
Executive Director(Trg.&MPP)
Railway Board