TRAINING IN KONKAN RAILWAY

Konkan Railway has a full-fledged Training department that imparts training with an objective to fulfil the vision and mission of the Corporation.

Early days

The training activities were initiated in Konkan Railway in the year 1998 when the train operations phase commenced on the railway route and there was a need to train the employees in operations. These were the employees who had worked in various technical roles during the construction phase and were rendered surplus following the opening of the railway line for traffic. As part of its responsibility to rehabilitate and re-engage such surplus employees, the Corporation extended an opportunity to the employees to opt for various administrative and technical posts in different departments and engaged them at these posts as per their suitability to the job role requirements. The Training department started off with imparting training to all these re-engaged employees with specific focus on safety trainings.

The Academy premises at Goa

The training Institute was founded under the name of Konkan Railway Institute for Staff Training (KRIST). The objective of the Institute was to impart training in-house to the employees and make training a continuous, frequent item in the activities of the Corporation. Buoyed with the initial success in carrying out large scale trainings with internal resource persons, a Technical Training Centre was opened near another railway station on the route, namely Bhatkal, in the year 1999. The Centre was equipped with training models.

Mandatory safety Refresher Courses were conducted at both the training Centres for the safety category employees of the Corporation as per the syllabus, duration and process prescribed by the apex body of railways in India – the Railway Board.

Refresher Course

The training centres are equipped with air-conditioned classrooms, interactive projectors, Computer Lab with internet facility for the use of trainees. Library and recreation facilities are also made available to all the trainees. For inculcating a sense of discipline, positive thinking, community service and good citizen values, the trainees are grouped together to participate in cleanliness, plantation drive and gardening activities in the institute premises frequently, as also write and play out short skits for generating awareness on various issues amongst railway passengers waiting for their train at station.

Plantation drive in Academy with NGO members

Trainees during Cleanliness drive

Skill Enhancement

As the traffic density increased over the railway route over the next decade and a half and the number of employees also increased, there was a need to enhance the safety trainings further. The Training department was now having its own full time trainers from various technical fields who were capable to conduct even Initial Course for induction of technical and safety staff into the system. Hence, the Initial courses too were commenced in-house. A Traffic Model Room was created for facilitating practical training for the trainees. In the year 2011, KRIST was rechristened as Konkan Rail Academy.

With the increase in the number of passenger trains, the expectations of customers too increased and a need was felt to train the employees in soft skills areas as per their job requirements.

Now, the Training department designs, plans and executes focussed soft skills training for different category of employees, aligning the same with the greater vision of the Corporation.

Training session for Railway Protection Force

There are training programs that go on frequently for housekeeping staff, all the frontline railway staff which includes the Stations Masters and Commercial staff that comes in contact with customers. There are focussed training programs for the Railway Protection Force (RPF) which is a wing that takes care of safety and security of railway passengers and railway property. The staff that is engaged in Catering services in trains and at railway stations on Konkan Railway route is imparted with specific Catering Skills through hospitality management institutes so that they can extend a better service to the passengers and are aware of the hygiene and storage issues involved in catering process.

Training program for Frontline staff

Computer Skills program

It would not be surprising in Konkan Railway to see the staff at the lowermost scale undergoing Computer Skills training program and doing small works on computer at their workplace. The idea behind designing such training programs is to improve the employee engagement and take them with the Corporation in its journey of growth.

Making learning enjoyable

Since Konkan Railway is a lean organization, it cannot afford to have a large number of employees in the training hall at a time. Hence, to cover employees on a large scale with required trainings, the Training department has introduced new concepts/formats in training.

The trainers go to different railway stations periodically and carry out training for 2 to 3 hours on given topics by holding workshops and seminars. Many safety and non-safety training topics are covered through this **Mobile KRA** concept. Station staff and those from nearby stations come and attend such workshops for a quick brush-up on safety rules and knowledge. General topics, such as first-aid, fire fighting, healthy living, stress management etc are also covered during such workshops.

A Mobile KRA workshop in progress

Mobile KRA Workshop on generating awareness

For the employees whose job role does not allow them to spare time to even attend such workshops, the trainers give a one-to-one training at the workplace of the employee during their duty shift which allows the employee to answer questions and get doubts cleared through informal interaction. The training format is known as **LEAP** (Learning Enhancement & Assessment Program).

To provide ease of learning to the Executives so that they can plan their study as per their convenience, articles on management, leadership etc are mailed to them under **Digital KRA** which they can read and save for back reference.

Director (Finance) of Konkan Railway coaching Heads of Departments

An online learning portal, called **Gyan Sagar (e-Learning)**, has been made which is a web-based tool that delivers and manages course study content, identifies and assesses individual and organizational learning goals, tracks the progress and collects and presents data for supervising the learning process of employees. Gyan Sagar (e-Learning) delivers content and also handles registering for courses, course administration, performance analysis, tracking, and reporting. Self evaluation can be done by trainees by appearing for mock test after reading / studying the course contents. Various Performance Reports can be generated to track courses attended by students and their evaluation. The system can be accessed by authorised users through Intranet, Internet and Mobile / Tablet.

Nation Building

Following its commitment to be the catalyst for the growth of the Konkan region, Konkan Railway carries out a number of activities, amongst them imparting training to the local youth in order to skill them for improved employability chances.

Training in soft skills is imparted by the Training department of Konkan Railway to the young persons from high schools and colleges so that they can face job interview more effectively. Training in start-ups and entrepreneurship is imparted to guide the youth on career options available for them. Various other soft skills are also covered. To cater to the training requirements of the youth, Konkan Railway has started **Ramakrishna Hegde Skill Development Centre (RHSDC)** at Udupi along its railway route where such training programs are held pro-bono.

Training in soft skills for youth

Since tunnelling works are one of the core strengths of Konkan Railway engineers, training programs are conducted for external engineers who desire to learn the intricacies of tunnel construction from the leaders. **George Fernandes Institute of Tunnelling Technology (GFITT)**

centre has been established for this under the Training department. GFITT is imparting training in tunnelling construction in association with M/s Hagerbach, Hagerbach Test Gallery, Switzerland and IIT, Mumbai.

College students at Chenab river bridge site in Jammu & Kashmir

Now the Corporation is planning for setting up a Centre of Excellence for imparting training in Mechatronics to the youth and industry workers which will provide skilled hands to the industry at global level.

Augmenting Good Work Culture

The significance of training is recognized across all verticals in all organizations. Imparting training in a focussed, systematic manner not only upskills the work force but also contributes to the bottom line of the business. The Training department in Konkan Railway is geared towards not only upskilling but also bringing finesse in the employees and improving employee engagement for a better work culture in the organization.

Yoga session at Academy

Sports activities

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