

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

No. 2016/TG-II/1010//Counselling

New Delhi, Dt. 12.5.2016.

General Managers
All Indian Railways.

COMMERICAL CIRCULAR NO. 25.

Sub: MR's Budget Announcement 2016-17- imparting behavioural training to licensed porters.

In view of the Budget Announcement made by Hon'ble Minister of Railways for providing training to licensed porters, Zonal railways are advised to depute commercial officials for organising Training Workshops at various railway stations from time to time. Through such workshops, licensed porters should be sensitised and trained about various aspects relevant to service of licensed porters like courteous behaviour with the passengers, correct charging as per rules from passengers in fair manner, ensuring safety and security of luggage of passengers etc. Officers shall conduct regular checks to assess the effectiveness of training given to the licensed porters.

In addition to the above Zonal Railways should also display posters at Rest Rooms containing Do's and Don'ts which should be strictly followed by the licensed porters while interacting and delivering their services to the passengers.

All the licensed porters should be imparted such training by 30-09-2016 and proper record of the same be maintained by SM's (Station Managers) for verification by inspecting officials.

Board may be apprised of the progress in this regard on monthly basis in a format attached.

Please acknowledge receipt and ensure compliance.



(Dr S. K. Ahirwar)
Director Traffic Coml.(General).
Railway Board.

Copy to: Chief Commercial Managers, All Zonal Railways.

**FORMAT FOR MONITORING THE PROGRESS REGARDING TRAINING OF
LICENSED PORTERS**

Division	No. of Licensed Porters available	No. of training session conducted	No. Licensed Porters given training	No. of licensed porters yet to be given training
Total				