



दक्षिण रेलवे/SOUTHERN RAILWAY
चेन्नै मंडल/CHENNAI DIVISION

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प्रेस विज्ञप्ति /PRESS RELEASE

CHENNAI DIVISION CONDUCTS MISSION KARMAYOGI iGOT
TRAINING SESSION

Chennai Division of Southern Railway is conducting Mission Karmayogi Integrated Government Online Training (iGOT) sessions for the staff of commercial and operating department from 09th March 2022 at various locations. '**Mission Karmayogi**' is the National Programme for Civil Service Capacity Building (NPCSCB) has been initiated by Department of Personnel and Training (DoP&T) following the approval of the Union Cabinet. This programme aims at building their behavioral, domain and functional competencies, creating a framework of shared resources and transitioning from a 'rules-based' system to the roles-based' system.

The objective of the training programme is to motivate and to enlighten the knowledge of front line traffic staff, broaden the approach of the staff towards the passengers and co-workers. It will aid in handling challenging situations to uplift the customer's satisfaction to the optimum level. The training is encouraging the staff to do their day routine work with the human touch. It also helps to feel the joy of taking responsibility and ownership in day to day work load.

More than 250 traffic wing employees have already undergone this training session till today (12.03.2022). Around 3000 staffs have been shortlisted for undergoing such training in both commercial and operating departments in the following sessions.

Sd/-

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