CONTENTS

Preface		(i)	
Ackno	owledg	ements	(ii)
1	INTRODUCTION		
	1.1	Towards a Knowledge Society	1
	1.2	The National e Governance Plan	3
	1.3	Leveraging Human Resources on the Indian Railways	4
	1.4	Blended Learning	6
	1.5	Statement of the problem	8
	1.6	Purpose and objectives of the Study	10
	1.7	Rationale	11
	1.8	Significance of the study	12
	1.9	Research Questions	13
	1.10	Methodology	13
	1.11	Scope of the work and limitations	15
2.	. TRAINING FRAMEWORK OF THE INDIAN RAILWAYS		17-22
	2.1	Training infrastructure	17
	2.2	Decent initiatives	20

3.		COMPUTER SUPPORTED LEARNING AND TRAINING	23-46
	3.1	Emerging Trends	23
	3.2	E learning at Organisational level	27
	3.3	E learning on Other Railway Systems	29
	3.4	E learning Initiatives in India- Government Sector	34
4.		E LEARNING FRAMEWORK	47-73
	4.1	Scope for using CBT/E Learning –Types of Training	47
	4.2	Induction Training	48
	4.3	Skills Development/ Vocational Training	49
	4.4	Enhancing Knowledge through E Learning	52
	4.5	Soft Skills Training	54
	4.6	Ethics Training	57
	4.7	Literacy Training	59
	4.8	E learning models	61
	4.9	An Approach to E learning; Building blocks for success	66
	4.10	E Learning industry standards and specifications	71
5.		EVALUATION OF EFFECTIVENESS OF CBT	74-80
	5.1	Learning and Retention	75
	5.2	Time Saving	77
	5.3	Cost Effectiveness	81

6.	E TRAINING FEASIBILITY ON THE INDIAN RAILWAYS		
7.	DISCUSSION		90-95
	7.1	Discussion	90
	7.2	Key takeaways for successful e learning on the Indian Railways	92
8.	FURTHER WORK AND CONCLUSIONS		96-98
	Bibli	ography	99-103
	Anno	exures (1a to 1e)	