

## PREFACE

*"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn."*

Alvin Toffler

This dissertation entitled "Blended Learning - Integrating Computer Based Training in the Indian Railways" has been undertaken as a part of the 34<sup>th</sup> Advanced Professional Programme in Public Administration conducted by the Indian Institute of public Administration, New Delhi from July 2008 to March 2009.

The study was motivated due to personal conviction that learning should be readily available to the entire work force in an organization, not only to increase the organisation's productivity but also to empower employees and enable them to confidently face the rapid changes taking place in the organization and in the world at large.

Researcher, therefore, is taking the opportunity of being in the IIPA to study the how modern ICT tools such as Computer Based Training and e learning are impacting the area of learning and their applicability to the Indian Railways. The study finds that e learning can be successfully leveraged by an organization like the Railways. It is hoped that the work would be of value to the Railways