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## **A welcome tag for Delhi Metro**

Staff Reporter

*DMRC training institute gets an ISO 9001:2008 certification*

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*It is the only specialised training institute in South Asia in metro rail operations*

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NEW DELHI: The training institute of the Delhi Metro Rail Corporation has received an ISO 9001:2008 certification, a validation from the International Organisation for Standardisation for maintaining standards in quality management system in training.

The Delhi Metro Training School was established in 2002 and is the only specialised training institute in South Asia in metro rail operations and maintenance technology. Located at Shastri Park, the institute has already trained more than 5,000 employees from operations and maintenance wing, CISF and Delhi police personnel, Bangalore metro, contractor's staff (for ticketing, customer facilitation), customer relation assistants and other departments of the organisation.

According to the DMRC, so far this year 1,160 new staffers joined the training institute and 550 have already received training.

“The Metro Training Institute has 20 classrooms which can accommodate 600 trainees apart from a simulator room and a computer based training lab. In addition, there are two specialised working model rooms -- for understanding the working of signalling and automatic fare collection systems. One more simulator is being procured by the year end so that more train operators can get hand's on experience of driving the metro train in a realistically simulated environment,” said a DMRC spokesperson.

Delhi Metro's dedicated training institute has been awarded the ISO certificate for design, development and delivery of the training programme conducted by the institute. The training programme was initially developed with the help of the Hong Kong metro.

“The expertise of the Delhi Metro Training School will be useful for other

cities such as Chennai, Kochi, Bangalore, Mumbai, Hyderabad, Ludhiana and Pune which are planning to develop metro rail systems in their cities since they could have access to the experience and facilities already available with the DMRC,” the spokesperson said.