

A man with a mustache, wearing a white t-shirt, is sitting in the driver's seat of a tank truck. He is looking towards the camera with a slight smile. The interior of the truck is visible, including the steering wheel, dashboard, and windows. The background shows a bright outdoor scene through the windows. The text "Every Life is Precious !" is overlaid at the top in large white font. Below it, the title "Transforming Tank Truck Crew Through Effective Training & Counseling" is written in a similar font. At the bottom, there is a subtitle in a smaller, italicized font.

**Every Life is Precious !**

**Transforming Tank Truck Crew Through  
Effective Training & Counseling**

*A Talk by Shri Soumitra Chatterjee,*

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***“In 2018-19, as per the statistics of one Indian Petroleum Major there were - 18 fatalities & 16 injuries”***

***Each one of these persons were someone’s son, someone’s father or someone’s husband who belonged to a family- could these lives have been saved.***

***Today can we take a vow that tomorrow collectively we will not allow this to recur.***

# Why Accidents Happen - Major Reasons

- Casual attitude
- Lack of concentration & attention while driving
- Drunk driving
- Speaking on mobile while driving
- Ailing health & poor eye sight
- Over confidence, recklessness and overtaking
- Non compliance of safety SOPs
- Fatigue, lack of sleep & rest
- When helper takes over the steering
- When driver is under stress & anxiety
- Vehicle maintenance SOPs not maintained

# Remedies

- Proper training and constant counseling of the TT drivers and helpers to help them enhance their behaviour and functional skill.
- Coach them on healthy lifestyle/proper rest/proper exercise/proper diet/timely eye & health checkup/overcoming addictions.
- Teach them practical meditation and yoga and some body massage techniques.
- Coach them on how to think positively and develop a positive attitude.
- Coach them w.r.t taking pride for the job - Serving the nation - if the fuel does not reach the ROs on time - the vehicles shall not ply - economic growth will stop - common people will be seriously affected - this should be his cause for motivation.
- Coach them on being family oriented that someone is waiting for me back at home - be safe for the sake of my wife & children.
- Coach them on becoming a good professional - punctuality / grooming /uniform / basic hygiene / appropriate professional communication / anger and stress management / importance of discipline.
- Coach them to serve with the 'spirit of a Jawan'.
- Coach them on importance of developing a compliance behaviour.
- Explain to them clearly their JD & deliverables
- Share with them some accident data - tell them that they are lucky that the accident could have happened to them also - they must feel grateful that it never happened so far.
- Tell them how to develop the behavioral aspects and how to develop a behavior that fosters safety.
- Tell them about the SOPs at the terminal or depots that need to be complied - How to develop this habit
- Tell them about the SOPs at the RO w.r.t safe decantation that need to be complied - How to develop this habit.

# The Counseling Process & Action Points

- Ensure that the requisite trainings are carried out on time as a priority and carried out through competent and expert trainers and training agencies.
- Before the training commences, let the terminal/depot specific pain areas and challenges are identified and accordingly an intervention designed with clear outcomes - this will ensure a better ROI from the training.
- Once a month when the terminal Head speaks to all tanker drivers - in his "five minute" pitch, let him clearly mention his objectives and expectations from the T.T drivers.
- Daily interactions are not there - all drivers need to be called once a fortnight over tea, samosa etc. and counseled on the importance of accident prevention / pollution norms / importance of vehicle maintenance / accident statistics and causes /importance of speed maintenance/not to be over-confident/ awareness w.r.t paying the helpers appropriately / the importance of punctuality - reporting at 8.00 A.M / motivate them to be better than others / importance of grooming and being in uniform / physical fitness / professional conduct / must not allow the helper to drive the TT at all.
- These interactions will enhance inter-personal relationships.
- During these interactions the concerned safety officers must compassionately listen to the drivers - this will help enhance rapport on one hand and also the their individual self worth.
- The officers need to appreciate and be sensitive to the driver's physical and mental state and the tone of communication needs to communicate compassion and empathy - not master and slave.
- Based on their performance let there also be a reward and recognition scheme for the TT drivers including the TT driver of the month - his picture could be displayed nearby the loading place.

THANK YOU