



सत्यमेव जयते



वयं राष्ट्रं जागृत्याम

INDIAN RAILWAYS INSTITUTE OF TRANSPORT MANAGEMENT

भारतीय रेल परिवहन प्रबन्धन संस्थान

MINISTRY OF RAILWAYS, GOVERNMENT OF INDIA

भारत सरकार – रेल मन्त्रालय

Campus: Hardoi By-Pass Road, P.O. Manak Nagar, LUCKNOW-226011

Tele: (BSNL) 0522-2451941, FAX : 0522-2451964, 2451934

No. 2020/IRITM/Trg./Customer/21/1

Dt:10.12.2020

To,
Principal Chief Operations Managers &
Principal Chief Commercial Managers
All Zonal Railways.

Sub: Online Training programme on "Customer Relationship Management" from 18th to 22nd January, 2021 for in-service Traffic Officers from JS to SAG.

Ref: This Office letter no. IRITM/CC/11-17/242/Pt. IV dated 26.11.2020.

Due to classroom teaching restrictions on account of Covid-19, IRITM/Lucknow is conducting **online Programme** on "Customer Relationship Management". The Programme is scheduled from **18th to 22nd January, 2021**.

You are requested to nominate 05 to 06 officers for above mentioned training programme from your Department. Details of nominated officers may be communicated in the nomination form enclosed as Annexure with this letter through fax at 0522-2451964/2451934 or email at **sdm.iritm@gmail.com** or at whatsapp number 9794845641. Nominations be advised by **13th January, 2021** to ensure completion of **registration formalities by 15th January, 2021**.

For attending the training programme, trainee officers must have access to Broadband Internet connection and Laptop/Desktop (with microphone and webcam). Officers will be required to install **Cisco Webex** in their laptop/PC/Mobile for online sessions. They shall not travel to IRITM, Lucknow for this programme. ***It is mandatory for each participant to be spared to attend online classes. They need to be relieved from their regular work for the duration of the course.***

The programme details are also available on the IRITM website **www.iritm.indianrailways.gov.in**.

Copy to: AM (TT)/AM (C), Railway Board.

(Shivendra Shukla)
Sr.Prof. (IT & Infra)
& Programme Director



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Annexure

NOMINATION FORM

Name of the training programme : “**Customer Relationship Management**”

Duration : 18th to 22nd January, 2021.

Mode : Online (through Webinar)

The Programme Director: Shri Shivendra Shukla, Sr.Prof.(IT & Infra), Mobile : 9794862002

The following officers have been nominated to attend online training programme on “**Customer Relationship Management**”. (18th to 22nd January, 2021):

SN	Names & Details
1	Name :
	Designation & Place of Posting :
	e-mail ID : Mobile number (having whatsapp):
2	Name :
	Designation & Place of Posting :
	e-mail ID : Mobile number (having whatsapp):
3	Name :
	Designation & Place of Posting :
	e-mail ID : Mobile number (having whatsapp):
4	Name :
	Designation & Place of Posting :
	e-mail ID : Mobile number (having whatsapp):
5	Name :
	Designation & Place of Posting :
	e-mail ID : Mobile number (having whatsapp):
6	Name :
	Designation & Place of Posting :
	e-mail ID : Mobile number (having whatsapp):

(Signature & Stamp)

Note : For any further information or query, Programme Coordinator Mr. Ashwani K. Srivastava (Mobile : 9794845641) may be contacted.