
 सत्यमेव जयते	भारतीय रेल परिवहन प्रबन्धन संस्थान भारत सरकार - रेल मन्त्रालय Indian Railways Institute of Transport Management (Government of India - Ministry of Railways)	 सर्व कार्य सुदृढम्
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No. IRITM TRG./CRM/05/2022

Dt : 05.05.2022

PCPO
21/5/2022

General Managers of all Zonal Railways, DG/RDSO, DG/RHS/RB & DG/RPF/RB
General Managers/CAOs of all Railway PUs
PCOMs, PCCMs, PFA, PCEs, PCMEs, PCEEs, PCSTEs, PCMDs, PCMMs, PCPOs, CSCs/RPF & CPROs of all zonal Railways

Sub: In-service-Multidisciplinary Online -Training program on "Customer Relationship Management" for officers from JS to SAG.

Indian Railways Institute of Transport Management (IRITM), Lucknow is organizing a five-day online training Programme on "**Customer Relationship Management**" from May 23rd to 27th 2022. Programme is open for all departments and all grades of officers i.e. JS/SS/JAG/SG/SAG.

Speakers from various organizations including Indian Railways and academic institutions having expertise in their respective fields have been invited to address the participants.

You are requested to nominate 5 to 6 officers from Junior Scale to SAG for above mentioned training programme from your Department. Names along with other details of nominated officers may be communicated to in the nomination form enclosed as Annexure with this letter through fax at 0522-2451964/2451940 or email at rajeshkumarirts97@gmail.com or dbananjaymishra.iritm@gmail.com or at whatsapp number 9794863604. Nominations may be advised by 20th May, 2022 to ensure completion of registration formalities.

For attending the training programme, trainee officers must have access to Broadband Internet connection and Laptop/Desktop (with microphone and webcam). Nominated 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.

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	Dy. CPO/	
	SPO	
	APO/	
	Ch. OS	


 (Rajesh Kumar)
 Sr. Prof. (Commercial & Admin)
 & Course Director

GENERAL MANAGER OFFICE

MODERN COACH FACTORY RAEBARELI

RECEIPT No. 1284

DATE 29/05/22

Campus: Hardoi By-Pass Road, P.O. Manak Nagar, LUCKNOW-226011
 Tele: DoT - 0522-2451942 FAX : 0522-2451964/2451940

