



सत्यमेव जयते

भारतीय रेल परिवहन प्रबन्धन संस्थान
भारत सरकार – रेल मन्त्रालय

Indian Railways Institute of Transport Management
(Government of India – Ministry of Railways)



वयं राष्ट्रे जागृयाम

No. IRITM Trg./CRM/02/2022

Dt.: 04-02-2022

To,

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, PCOSs, PCPOs,
PCSCs/RPF & CPROs of all zonal Railways

Sub: Nomination of officers from all departments for **online** training programme
on "**Customer Relationship Management**" (21 February – 25 February, 2022)

Indian Railways Institute of Transport Management (IRITM), Lucknow is organizing a five-days **online** training Programme on "**Customer Relationship Management**" from **21 February – 25 February, 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 are being invited to address the participants.

It is requested to nominate 5 to 6 officers from Junior Scale to SAG for above mentioned training programme. Details of nominated officers may be communicated as per **Annexure-I** through fax at 0522-2451964/2451940 or email at aka.iritm@gmail.com or at whatsapp number 8840696273.

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. The trainee officer should preferably attend the sessions from their homes or if the net connectivity is poor/not available, then from their office. 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 without any obligation to attend office/field duty task of any nature. **They shall not travel to IRITM**, Lucknow for this programme.

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

(Neha Ratnakar)

Prof. Commercial & Training
& Course Director

NOMINATION FORM

February 21 to 25, 2022

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

Mode : Online (Through Cisco Webex)

Platform : Cisco Webex

The Programme Director (Ms Neha Ratnakar, Programme Director)
Indian Railways Institute of Transport Management (IRITM), LucknowThe following officers have been nominated to attend online training programme on "**Customer Relationship Management**" (February 21 to 25, 2022):

SN	Names & Details
1	Name :
	Designation & Place of Posting :
	e-mail ID : CUG number :
2	Name :
	Designation & Place of Posting :
	e-mail ID : CUG number :
3	Name :
	Designation & Place of Posting :
	e-mail ID : CUG number :
4	Name :
	Designation & Place of Posting :
	e-mail ID : CUG number :
5	Name :
	Designation & Place of Posting :
	e-mail ID : CUG number :
6	Name :
	Designation & Place of Posting :
	e-mail ID : CUG number :

(Signature & Stamp)**Note:** For any further information or query, prog. Coordinator Mr. Ashwini Agrawal (Mobile: 8840696273) may be contacted.