



सत्यमेव जयते

## भारतीय रेल परिवहन प्रबन्धन संस्थान

भारत सरकार – रेल मंत्रालय

INDIAN RAILWAYS INSTITUTE OF TRANSPORT MANAGEMENT

Government of India – Ministry of Railways

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

Tele: DoT - +91-522-2451905, FAX : 0522-2451940, 2451934



यवं राष्ट्रे जाययाम

No. IRITM/TRG-CMM&RG/11-17

Date: 02.11.2017

To,  
**General Managers,**  
**All Zonal Railways**  
**C/- All PHODs/ All Zonal Railways**

**Sub: Multidisciplinary Training Program on Crowd & Media Management and Redressal of Grievances (e-portal) at IRITM, Lucknow.**

Indian Railways Institute of Transport Management (IRITM), Lucknow is organizing a training program on "Crowd & Media Management and Redressal of Grievances (e-portal)" from 27<sup>th</sup> November, 2017 to 1<sup>st</sup> December, 2017. The program has been designed to have enrichment value for officers of all branches.


1. Each zone is requested to nominate at least 02 officers. The details of nominated officers e.g. name, designation, mobile no., email id may kindly be sent earliest at the following:

**Email:** [sanjay.tripathi1167@gov.in](mailto:sanjay.tripathi1167@gov.in), [skk.iritm@gmail.com](mailto:skk.iritm@gmail.com) or [pairitm1974@gmail.com](mailto:pairitm1974@gmail.com)

**Fax No.:** 0522 - 2451940, 2451964

2. Program is open for all grades of officers i.e. JS/SS/JAG/SG/SAG
3. Any officer interested in doing project or preparing case studies related to Crowd & Media Management and Redressal of Grievances may be nominated for the program for 6 weeks duration. They will attend the above course in the first week (i.e. from 27<sup>th</sup> November, 2017 to 1<sup>st</sup> December, 2017.) at IRITM, Lucknow, later go to the field visits for data collection for the next four weeks (i.e. from 4<sup>th</sup> December, 2017 to 29<sup>th</sup> December, 2017) and return to IRITM in 6<sup>th</sup> week (i.e. from 1<sup>st</sup> January, 2018 to 5<sup>th</sup> January, 2018) for finalizing and submitting their project reports/case studies.

This letter's annexure may be given to the nominated officers for making their travel program. The program details are also available on the IRITM Website ([www.iritm.indianrailways.gov.in](http://www.iritm.indianrailways.gov.in))

  
2.11.2017  
(Ajaya Pratap Singh)  
Director

- C/- 1. Addl. Member/Traffic, Railway Board, New Delhi } For kind information please  
2. Addl. Member/Comml., Railway Board, New Delhi }

(Ajaya Pratap Singh)  
Director

## Annexure

### INFORMATION FOR PARTICIPATING OFFICERS

1. COURSE DIRECTOR

Shri Sanjay Tripathi, Sr. Professor (Logistics & IT) Mobile:- 09760530901  
Email:- [sanjay.tripathi1167@gov.in](mailto:sanjay.tripathi1167@gov.in)

2. PROGRAM COORDINATOR

Shri S K Karn,  
Mobile:- 09559399555  
Email (Personal):- [skk.iritm@gmail.com](mailto:skk.iritm@gmail.com)

3. REPORTING TIME

By Evening on 26.11.2017 (SUNDAY)

4. VALEDICTION TIME

18.00 hrs. on 01.12.2017 (FRIDAY)

5. ACCOMMODATION

Officers will be accommodated in 'Aarohi/Aagantuk' in IRITM Campus.  
We encourage Trainee officers to come with family.

6. CATERING

Breakfast, lunch and dinner will be served in the Officer's Mess as per the prescribed menu on payment basis. Tea/Coffee making arrangements are available in rooms.

7. TRANSPORT

IRITM Vehicle for pick up and drop between station and IRITM Campus

8. TRAVEL COMMUNICATION

Nominated officers may be advised to contact and communicate their travel programme to the following :

Name (Shri)	Designation	Mob No.	E-mail ID
Shital Kumar Karn	Program Co-ordinator	9559399555	skk.iritm@gmail.com
Vijay Kumar Shashi	PA to Sr.Prof. (Log &IT)	9794845643	pairitm1974@gmail.com