



No. IRITM/TRG/SM & CC/2019/01

Dt : 02-01-2019

To
Principal Chief Operations Managers and
Principal Chief Commercial Managers

C Rly/Mumbai, E Rly/Kolkata, EC Rly/Hajipur, ECO Rly/Bhubaneswar, N Rly/New Delhi, NC Rly/Allahabad, NE Rly/Gorakhpur, NF Rly/Maligaon, NW Rly/Jaipur, S Rly/Chennai, SCRly/Secunderabad, SE Rly/Kolkata, SEC Rly/Bilaspur, SW Rly/Hubli, WC Rly/Jabalpur, W Rly/Mumbai, Metro Rly/Kolkata.

Sub: Nomination of officers from traffic department for training programme on
"Services Marketing and Customer Care" (21 to 25 January, 2019)

Indian Railways Institute of Transport Management (IRITM), Lucknow is organizing a one week training Programme on **"Services Marketing and Customer Care"** from **January 21 to 25, 2019**. Programme is open for **Traffic Department** and for **all grades** of officers i.e. JS/SS/JAG/SG/SAG.

You are requested to nominate atleast 2-3 officers from Junior Scale to SAG for above mentioned training programme. Names of nominated officers may be communicated to IRITM with their CUG numbers & email addresses through fax at 0522-2451964/2451940 or email at chciritm@gmail.com.

Annexure to this letter may be given to the nominated officers for easy scheduling of their programme. The programme details are also available on the IRITM website www.iritm.indianrailways.gov.in.


2.1.2019
(Ajaya Pratap Singh)
Director

 सत्यमेव जयते	भारतीय रेल परिवहन प्रबन्धन संस्थान भारत सरकार – रेल मन्त्रालय <i>Indian Railways Institute of Transport Management</i> (Government of India – Ministry of Railways)	 वटं सन्धे जागृयाम
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ANNEXURE

1. Course Director :

Shivendra Shukla, Professor Commercial & Training
Mob. : 9794862002
e-mail : profcoml.iritm@gmail.com

2. Course Co-ordinator :

Pradeep Kumar Gupta,
Mob. : 9794862004
e-mail : chciritm@gmail.com

3. Reporting Time :

All the officers participating in the programme are required to report by 22:00 hrs. of 20th January' 2019.

4. Programme Timings :

0930 hrs to 1800 hrs [with a Lunch break from 1315 hrs to 1415 hrs & two tea breaks of 15 minutes each at 1115 hrs and 1600 hrs]. Officers shall be relieved after 1800 hrs. on 25th January' 2019. Return reservations to be made accordingly.

5. Accommodation :

6. Officers' will be accommodated in Officers' Hostel in IRITM, We encourage Trainee officers to come with family.

7. Mess Facility :

Breakfast, lunch and dinner will be served in the Officers' Mess (Naivaidyam) as per the prescribed menu on payment basis. Tea/Coffee making arrangements are available in each room.

8. Transport :

IRITM Vehicle(s) will be available for pick up and drop according to the trainee officer's arrival/departure program.

For any assistance regarding Transport, **Shri Lokesh Srivastava** (MOB: 7007346102), Transport Incharge, Dy. SS (Commercial) N. Rly., LKO (CUG: 9794830973) or Dy. SS (Commercial) N.E. Railway, LKN (CUG: 9794846979) may be contacted.