



पंडित दीनदयाल उपाध्याय राष्ट्रीय सामाजिक सुरक्षा अकादमी  
PANDIT DEENDAYAL UPADHYAYA NATIONAL ACADEMY OF SOCIAL SECURITY

कर्मचारी भविष्य निधि संगठन –श्रम एवं रोजगार मंत्रालय भारत सरकार  
Employees' Provident Fund Organisation (Ministry of Labour & Employment, Govt. of India)

30-31, इंस्टीट्यूशनल एरिया, जनकपुरी, नई दिल्ली 110 058

30-31, Institutional Area, Janak Puri, New Delhi-110058

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No: 13/34/2018-2019/PDNASS/1951

Dated: 05 SEP 2018

To,

The Zonal Addl. CPFCs/Addl. CPFC (ASD)  
RPFCs –I  
Zonal/Regional Offices (As per list of participants)  
(Through Web –Circulation)

**Subject:** Training programme on "Customer Relationship Management" scheduled to be held on 24<sup>th</sup> -26<sup>th</sup> September, 2018 –Nomination(s) – regarding.

Sir,

Pandit Deendayal Upadhyaya National Academy of Social Security (PDNASS) is conducting a three-days **Training Programme** on "**Customer Relationship Management**" from **24<sup>th</sup> September to 26<sup>th</sup> September, 2018** at the address mentioned above. The objectives of the above Training Programme are as follows:

- To enable participants to understand and identify Customers' needs;
- To enable participants to understand the need of customer orientation in service delivery;
- To enable participants to learn to manage customer expectations and emotional profiling of the new-age customer;
- To enable participants to learn latest CRM techniques;
- To enable participants to learn how to handle cases at Consumer Grievances Redressal forum and know the upto date Case Laws.

2. The list of participants for the above mentioned training programme is enclosed herewith. Due care has been taken while nominating officers for the above Training Programme. However, in case there is any misidentification in any officer's office, same may please be brought to the notice of undersigned by the concerned officer/ office for rectification.

3. All the concerned OICs are, therefore, requested to relieve the concerned officers posted in their respective Zones/Regional Offices/HO with the directions to attend the training programme at PDNASS on **24<sup>th</sup> September, 2018** at **9.30 A.M.** sharp. The Hostel accommodation will be made available to the trainee officers one day prior to one day after the Training Programme's schedule.

In case of any difficulty to relieve the nominated officer, request for exemption may please be sent at least 10 days before training programme starts. Valediction Programme is likely to be over by **6:00 p.m.** on **26<sup>th</sup> September 2018**. The participants are therefore, advised to book their return journey tickets accordingly.

**(This issues with the approval of Director, PDNASS)**

Yours faithfully,

Enclosure: List of Participants

  
(Rakesh Sahrawat)  
Course Director/ RPFC –I  
Phone: 28525993

<b>TRAINING PROGRAMME ON</b>	<b>CUSTOMER RELATIONSHIP MANAGEMENT</b>
<b>DATE</b>	<b>24 -26 SEPTEMBER 2018</b>
<b>PARTICIPATION LEVEL</b>	<b>APFCs</b>

**PARTICIPANTS:**

<b>S. NO.</b>	<b>NAME OF THE PARTICIPANTS (SH./SMT./MS./DR.)</b>	<b>DESIGNATION</b>	<b>PLACE OF POSTING</b>
1.	ABHAYA NAND TIWARI	APFC	VADODARA
2.	AJENDRA KUMAR TRIPATHI	APFC	LUCKNOW
3.	AMIT ATHALEY	APFC	HEAD OFFICE
4.	MURALEEDHARAN C	APFC	MANGALORE
5.	GAURAV MAHALWAL	APFC	CHENNAI -I
6.	JADHAV TUSHAR UTTAM	APFC	AURANGABAD
7.	JYOTINDER AZAD	APFC	SHIMLA
8.	K. CHAKRAPANI	APFC	HUBLI
9.	MOHIT KUMAR	APFC	ROHTAK
10.	RAMAKRISHNAN S.	APFC	MANDYA (MYSORE)
11.	ABESH MISHRA	APFC	RAYAGADA (BERHAMPUR)
12.	VIJAY KUMAR	APFC	DEHRADUN
13.	VIKAS ANAND	APFC	DHANBAD (RANCHI)
14.	T. JOHN JUGLI	APFC	TINSUKIA
15.	VASAVI VATTIKUTI	APFC	HYDERABAD -I
16.	RAKESH S SEKHAR	APFC	THIRUVANANTHAPURAM
17.	Y D SRINIVAS	APFC	GUNTUR
18.	SURENDRA KUMAR MEENA	APFC	BHARATPUR (JAIPUR)
19.	SUBROTO BISWAS	APFC	KOLKATA
20.	SOUMYA SHANTA SAHA	APFC	AHEMADABAD
21.	SIDDHARTHA	APFC	DELHI (NORTH)
22.	SHOBHIT SINGHAL	APFC	JALANDHAR
23.	A. C. PAGARE	APFC	NASIK
24.	ABDUL KHADER	APFC	VISAKHAPATNAM
25.	AKIL AHMED SIDDIQUI	APFC	ALLAHABAD

All the above nominated officers are informed that there will be a compulsory Yoga session on daily basis in the morning from 7 AM to 8 AM. Hence, they are advised to bring suitable attire (track suit, Kurta Pyjama etc.) for Yoga Session.

  
**(Rakesh Sahrawat)**  
**Course Director/RPFC -I**  
**Phone: 28525993**