



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 FUNDS ORGANISATION
(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)



31-30, संस्थागतक्षेत्र, जनकपुरी, नई दिल्ली – 110058

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

दूरभाष/Phone: 28526525, 28524248; फैक्स/Fax: 28525987

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No. 13/34/2018-19/PDNASS/2422

Date: 29 NOV 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 Relation Management" scheduled to be held on 17th – 19th December 2018 – Nomination(s) – regarding.

Sir,

Pandit Deendayal Upadhyaya National Academy of Social Security (PDNASS) is conducting a three-day **Training Programme** on "**Customer Relation Management**" from **17th to 19th December 2018** at the address mentioned above. The objectives of the above Training Programme are as follows:

- Understanding and identifying customer needs
- Emotional profiling of the new age customer
- Customer orientation in service delivery
- Managing customer expectations
- Sensitization of CRM
- Consumer Grievance Redressal Forum

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 report for the training programme at PDNASS on **17th December 2018 at 09:30 AM sharp**. A copy of relieving order may also be sent to PDNASS through email. 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 05 days before training programme starts. Valediction Programme is likely to be over by **06:00 PM on 19th December 2018**. The participants are therefore, advised to book their return journey tickets accordingly.

(This issue with the approval of Director, PDNASS)

Yours faithfully,

(M.K. Srivastava)
Course Director/RPFC-II
Phone: 011-28526264

TRAINING PROGRAMME	CUSTOMER RELATION MANAGEMENT
DATE	17-19 DECEMBER, 2018
PARTICIPATION LEVEL	APFCs

PARTICIPANTS:

S. NO.	NAME OF THE PARTICIPANTS (SH./SMT./MS./DR.)	DESIGNATION	PLACE OF POSTING HO/ZO/RO/DO
1.	JOGENDER SINGH	APFC	BARIELLY
2.	KISHANARAM	APFC	DO, BONGAIGAON (GUWAHATI)
3.	KUMAR ABHISHEK	APFC	GWALIOR
4.	LALIT SANGA	APFC	DARBHANGA (MUZAFFARPUR)
5.	VEERESH RAMALINGAPPA KAMAT	APFC	HEAD OFFICE
6.	VENKATESWARLU KALUVAI	APFC	HYDERABAD
7.	SUDHA VANAMALI	APFC	RO CHENNAI-2
8.	UPENDRA KUMAR	APFC	VAPI
9.	UDAY GUPTA	APFC	MUZAFFARPUR
10.	TEJ PRATAP SINGH YADAV	APFC	KANPUR
11.	TARUNA MITHRA	APFC	DELHI (SOUTH)
12.	SURJEET KUMAR	APFC	SILIGURI
13.	SURENDER KUMAR	APFC	DO, JHUNJHUNU (JAIPUR)
14.	SURAJ DATTATRAY PATIL	APFC	PUNE-2
15.	SUMAN SAURAV	APFC	NAGERCOIL
16.	AMIYA BHASKAR	APFC	K.R.PURAM
17.	BIPIN BIHARI	APFC	RAIPUR
18.	NEERAJ KUMAR PRASAD	APFC	RAJKOT
19.	P RAMA SUBBIAH	APFC	RAJAHMUNDRY
20.	RAM ANAND	APFC	THANE-2
21.	DILIP KUMAR K RATHOD	APFC	RO KANDIVALI-2
22.	KAPIL KUMAR VERMA	APFC	UDAIPUR
23.	PRAVEEN KUMAR	APFC	BHARUCH
24.	PRAKASH NARAYAN SINGH	APFC	VISAKHAPATNAM
25.	SURENDRA KUMAR	APFC	BHUBANESHWAR

All the above-nominated officers are informed that there will be a compulsory Yoga session on 18th & 19th December, 2018 in the morning from 07:00 AM to 08:00 AM. Hence, they are advised to bring suitable attire (tracksuit, Kurta Pyjama etc.) for Yoga Session.


(M.K. Srivastava)
Course Director/RPFC-II
Phone: 011-28526264