

F.No. Tr.19/1/2023-Training-DOP
Government of India
Ministry of Communications
Department of Posts
(Mission Karmayogi Division)

Dak Bhawan, Sansad Marg
New Delhi-110001
Dated:29.04.2024

To,
All CPMsG
Director, RAKNPA, Ghaziabad
Director, Postal Training Centres
In-Charge, Regional Training Centres

Subject: Implementation of Annual Capacity Building Plans (ACBP) in Department of Posts.

This is in continuation with undersigned DO letter dated 03.10.2023 & 17.10.2023, regarding implementation of Annual Capacity Building Plans (ACBPs) in Department of Posts for 2023-24 under Mission Karmayogi Project.

2. As per the Capacity Building Plan, mid/long term capacity building initiatives are to be undertaken within 2nd and 4th quarter of FY 2023-24. Detailed training calendar in terms of number of participants is also included in Annual Capacity Building Plan 2022-23. The progress of ACBP 2023-24 is being monitored by Cabinet Secretariat Coordination Unit (CSCU) under PMO, DoPT & Capacity Building Commission (CBC).

3. As per training calendar of ACBP for 2023-24, PTC, Mysuru has developed the course on '**Customer Relationship Management**' and the same has been uploaded on both Dak Karmayogi and iGOT Karmayogi Portal, also.

4. This course explore the functionalities within CRM aimed at efficiently managing relationships with both bulk and contractual customers. By the course's conclusion, Divisional office staff and marketing executives will gain proficiency in registering and creating customer accounts within the SAP-CRM module.

4. Accordingly, as per the mandate of ACBP for 2023-24, Circles are directed to ensure that all PA/SA working in Post Offices and RMS, OA in DO/RO/CO and all System Administrators/Managers must undergo the said training on Dak Karmayogi Portal, latest by 15.05.2024.

This has the approval of Director General Postal Services.


Dinesh Kumar Sharma
Deputy Director General
(Mission Karmayogi)

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