GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2015/C&IS/Project/e-CRM/66 Pt. **New Delhi, Dated: 31 .05 .2016**

The General Manager,
Northern Railway,
New Delhi.

Sub:- Sanction for the work of "Development of e-CRM (Customer Relationship Management) Module".

A new work of "Development of e-CRM (Customer Relationship Management) Module" has been included in the Pink Book for the year 2016-17 as Item No. 203 of Northern Railway at the abstract cost of Rs. 4.00 Crore (Rupees four crore only).

Vinita.

(Vinita Narera)
Director Electronics(C&IS)

Copy to :-

1. **The CAO/FOIS, CRIS Complex, Chanakyapuri, New Delhi.**
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3. **F(X)-II and Budget Branches of Railway Board.**
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