

No. 2(6)/2015-Admn-I
Government of Pakistan
Ministry of Commerce



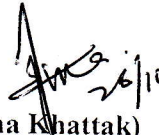
Islamabad, the 26th October, 2016.

C I R C U L A R

Subject: **TRAINING COURSE ON CUSTOMER SERVICE MANAGEMENT FOR BUSINESS EXCELLENCE SCHEDULED TO HELD FROM 27 NOVEMBER TO 11 DECEMBER, 2016 AT MALAYSIA.**

Economic Affairs Division has informed vide their OM No.3(51)SEA.2016 dated 17th October, 2016 that the "SIRM Berhad" Government of Malaysia is organizing the fully funded subject training program and invited two (02) nominations. The detail information application forms, objectives and eligibility criteria of the subject training program can be downloaded from website: <http://mtcp.kln.gov.my/www.sts.my & www.ead.gov.pk>.

2. Keeping in view the deadline for nominations, it is requested that nominations of suitable officers fulfilling the required eligibility criteria duly approved/endorsed by the respective heads of Wings may kindly be communicated to the undersigned latest by 27-10-2016 for onwards submission to EAD, Islamabad.


(Asma Khattak)
Deputy Director (MoC)

Forwarded to:-

- i. All JSs/ DGs/Chief Development Officer, Ministry of Commerce, Islamabad.
- ii. The Director General, Pakistan Institute of Trade & Development Islamabad.
- iii. The Director General (TO) Directorate General of Trade Organization (DGTO), Islamabad.
- iv. The Director General, Trade Dispute Resolution Organization, Ministry of Commerce, Islamabad.
- v. The Director General, (HR) Trade Development Authority, Karachi.
- vi. Data Network Administrator with the request to upload the attached circular on the website of this Ministry immediately.

No. 3(51) SEA.2016.

Islamabad, the 17th October, 2016

OFFICE MEMORANDUM

Subject: **TRAINING COURSE ON "CUSTOMER SERVICE MANAGEMENT FOR BUSINESS EXCELLENCE SCHEDULED TO BE HELD FROM 27 NOVEMBER-11 DECEMBER, 2016 AT MALAYSIA**

The undersigned is directed to inform that the "SIRM Berhad" Government of Malaysia will be organizing the **Fully Funded** subject training program and has invited **two (02)** nominations for the said training program scheduled to be held from **27th November,-11 December, 2016**. The detailed information and application form may be downloaded from websites: <http://mtcp.kln.gov.my/www.sts.my> & www.ead.gov.pk.

2. The objectives and eligibility criteria and of the course are as under: -

Objectives

- To promote Customer Focus work culture by understanding customers requirements to determine the organization's direction and planning.
- To encourage organization to design, develop and deliver Product or service characteristic by focusing on customer requirements and values.
- To provide competent and professional staff for customer service management (either direct or indirect in customer services).
- Provide a platform to organization in promoting their corporate image in positioning the important of customer strategically in the existence of business.
- To become the organization that implements the best of customer service initiative and to be benchmarked by another organization for knowledge sharing.

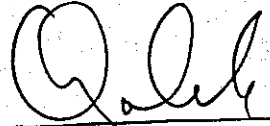
Eligibility Criteria

- Be involved in the work related to the objectives of the course.
- Possess a good command of written and spoken English.
- Be in good health (applicants must submit his/her medical certificate together with the application form);
- Have never participated in the previous MTCP training programmes.

3. Nomination of suitable candidates fulfilling the laid-down eligibility criteria prescribed by the sponsoring agency duly approved by the competent authority along with the following documents may kindly be forwarded to this Division by the close of business hours (4 PM) on 31st October, 2016 (Monday) positively.

- | | | |
|----|-----------------------------------|-----------|
| 1. | Application form (duly filled in) | 04 copies |
| 2. | Performa for Foreign Training | 01 copy |
| 3. | Surety Bonds | 01 copy |
| 4. | Undertaking. | 01 copy |
| 4. | Passport Copy | 01 copy |
| 5. | Copy of National Identity Card | 01 copy |

4. Incomplete documents/late submission of documents/nomination will not be accepted. Moreover, any deliberate provision of wrong information on the part of the candidate shall be viewed seriously.



(SYED QALAB-E-ABBAS)
Section Officer (SEA)
Ph: 9202084/Fax 9211822

1. Secretary, Cabinet Division, Islamabad
2. Secretary, Establishment Division, Islamabad
3. Secretary, Capital Administration and Development Division, Islamabad
4. Secretary, Ministry of Commerce Division Islamabad
5. Secretary, Planning Development & Reforms Division Islamabad
6. Secretary, Ministry of Industries, & Production, Islamabad
7. Secretary, Ministry of Information, Broadcasting and National Heritage, Islamabad
8. Secretary, Ministry of Information, Technology and Telecommunication, Islamabad
9. Secretary Ministry, of Education, Trainings and Standards in Higher Education, Islamabad
10. Secretary, Ministry of Interior, Islamabad
11. Chairman, Federal Board of Revenue, Islamabad
12. Chairman, Higher Education Commission, Islamabad

Copy forwarded for similar action to:-

1. Chairman P&D Board, Govt. of the Punjab, Lahore
2. Additional Chief Secretary, P&D Deptt., Government of Sindh, Karachi
3. Additional Chief Secretary, P&D Deptt., Government of KPK, Peshawar
4. Additional Chief Secretary, P&D Deptt., Government of Balochistan, Quetta
5. Additional Chief Secretary, P&D Deptt., Govt. of AJK, Muzaffarabad
6. Secretary, P&D Deptt., Government of Gilgit Baltistan
7. Secretary, P&D FATA Secretariat, Peshawar.
8. Joint Secretary (Training), Establishment Division, Islamabad.
9. Section Officer (Admn), EAD
1. Joint Secretary (Admin.), EAD
2. Secretary (FTC), EAD
3. Network & System Administrator, EAD