



All India Yuva Computer Saksharata Mission

A Nation-wide Educational Programme on computer Literacy and Development of Information technology, Registered Under Indian Planning Commission (NPS), No. WB/2014/0084130. Registered Under NCT of Delhi, An ISO 9008:2001 Certified organisation (104179-A01) Registered Under Tr Act Regn. No. WB IV-00451/2014 in collaboration with Multi Society for Services to People, Registered under Societies Act, 1961 of Government of West Bengal, Regn. No. WB/S-IL-32075/2005-06

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| Certificate in Customer Care Executive | | CCCE | |
|--|------------------------------|----------------------------|----------------------|
| Duration: | 6 Months | Number of Semester: | 1 |
| Course Code 1015 | Registration fee: 200 | Course Fee: 3000 | Exam. Fee: 50 |
| Semester I | Soft Skill Concept | | |
| | Customer Management | | |
| | Computer Concept | | |
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A voluntary, charitable organization registered under Government of West Bengal, (Registration No. WB-IV 00451/2014) in collaboration with Multi Society for Services to People registered under Government of West Bengal (Regn No. WB-1L 32075/2005), An ISO 9001:2008 Certified organization