No.: IS/Issue Tracking system/2018/30

Date: 17th January, 2020

To

All ACC (Zones) / RPFC (Incharge of the Regions)

Subject: Raising issues in Issue Tracker and inter alia responding in CPGRAM/RTI and vice versa – reg

Madam/Sir,

We are all aware that for raising any issue which requires the intervention of IS Division/NDC, a software facility viz., Issue Tracker has been provided to the field offices. Field offices were advised to utilise the same and raise issues as per guideline issued vide Head Office circular No. IS/Tracking System/2018/3233 dated 20/08/2019 (Sl. No. 291/2018-19).

While most of the issues are addressed by the teams working on the same in a timely manner, due to some inherent limitations in the application software, some of the issues may take more time in getting resolved.

Nonetheless the issues which require immediate attention like CPGRAM, RTI and VIP references are to be prioritised as there are timelines to be met with in such cases.

During a recent review meeting, it transpired that some of the field offices raised such type of issues in Issue Tracker in the nick of the time. It has also been noticed that when issues are escalated to the higher level, field offices point out that the issue has been referred to NDC through email.

In this regard, it is once again reiterated that issues which require intervention of IS Division/NDC are to be referred only through Issue Tracker. In case the issues are referred by any other means like email, letter etc., IS Division/NDC will NOT be in a position to take cognizance of the same. It may also be kept in mind that the Technical Team attending the Issue Tracker in NDC have NO access to CPGRAM or RTI etc., and hence there is no way they can be in the know of priorities attached to an issue.

In light of the above, all field offices are once again requested to ensure that the issues routed to them using CPGRAM, RTI, VIP references etc. which require intervention of IS Division/NDC are raised in Issue Tracker well in time.

Further, it may also be kindly ensured that any response given in the CPGRAM Portal is in line with the response/solution provided by IS Division/NDC. They should avoid giving any reply either to EPFO Offices or to the stakeholders without cross checking the latest status of such issues in Issue Tracker.
While it is true that field offices depend on IS Division/NDC for a solution for the issues raised in Issue Tracker, for the stakeholders EPFO is one entity and hence it will not be out of context here to point out that this element should be kept in mind while giving replies to the stakeholders. Contrary replies have also been given to the stakeholders in some cases totally shelving the primary functional responsibility and putting the onus on IS Division/NDC which should be avoided.

Copy to:-

1. PS to CPFC – for the kind information of CPFC
2. FA & CAO
3. Addl. CPFC (HQ) (CSD)

Yours faithfully

[V. RANGANATH]
ACC (IS)