No. Adm. 13/60/2019-2020/PDNASS/ J 7 6 5

Dated: 13.01.2020

To

All Zonal Additional CPFCs
All RPFCs-I/Office-in-charge
All Regional Offices
Employees Provident Fund Organisation
(Through Web circulation)

Subject: Inputs/Suggestions for Training Calendar of PDNASS for 2020-2021—regarding.

Madam/Sir,

Greetings from PDNASS.

The process for finalizing the training calendar of PDNASS for the year 2020-21 (1st April, 2020 to 31st March, 2021) has been initiated.

The training programmes proposed to be conducted by PDNASS for Group ‘A’ officers have been broadly categorized under the following heads:

A. Functional Programmes:

B. Management Development Programmes

C. Faculty Development Programmes
These programmes are sponsored by Department of Personnel & Training (DoP&T)

In addition to the above, orientation programmes on promotion to RPFCs-II/RPFCs-I/ACCs and mid-career training programmes for senior/middle/junior management levels are also proposed to be conducted by PDNASS during 2020-2021. The contents of all the above training programmes are enclosed herewith for ready reference.

In this regard, all Zonal ACCs and RPFCs-I/Office-in-charge are requested to kindly send their valuable inputs/suggestions for finalizing the training calendar 2020-2021 within 10 days through e-mail at pdnass@epfindia.gov.in.

Further, any other suggestions regarding conduct of specialized training programmes either at PDNASS or any institution of repute are also welcome.

Encls: as above

Yours faithfully,

(Mridula Ghai)
Director
FUNCTIONAL PROGRAMMES

✓ 1. Human Resource Management and Development
✓ 2. Financial Management & Investments
✓ 3. EPF & MP Act: Strategies for Self-Compliance
✓ 4. Compliance Management
✓ 5. Reservation Provisions & Role of Liaison Officers
✓ 6. Preventative Vigilance and Functions of Inquiry (IOs) and Presenting Officers (POs)
✓ 7. Customer Relation Management
✓ 8. E-Governance in EPFO
✓ 9. Official Language
✓ 10. EPS, 1995 & International Workers
✓ 11. Training Programme for Audit Officers

ORIENTATION PROGRAMME FOR CBT MEMBERS/OFFICERS OF EPFO

✓ 1. Orientation Programme for CBT Members
✓ 2. Orientation Programme for Officers on Deputation
✓ 3. Orientation Programme on Promotion to RPFC-II
✓ 4. Orientation Programme on Promotion to RPFC-I
✓ 5. Orientation Programme on Promotion to ACC

MID CAREER/REFRESHER PROGRAMMES

✓ 1. Midcareer Training Programme for Senior Level Management
✓ 2. Midcareer Training Programme for Middle Level Management
✓ 3. Midcareer Training Programme for Junior Level Management

MANAGEMENT DEVELOPMENT PROGRAMMES

✓ 1. Attitude for Altitude
✓ 2. Ethics & Values in Governance
✓ 3. Strategic Management
✓ 4. Leadership & Change Management
✓ 5. General Management & CRM for EPF Nepal
✓ 6. Work Life Balance
✓ 7. Planning for Life after Retirement
✓ 8. Communication & Presentation Skills
✓ 9. Self-Management & Skills for Professional Excellence
### WORKSHOPS

- 1. Workshop on Gender Sensitization
- 2. Workshop on Right to Information Act
- 3. Workshop for Exempted Establishments

### NATIONAL/INTERNATIONAL SEMINARS

- 1. National Seminar on Global Trends in Social Security & Pension
- 2. Seminar for International Workers of Establishments
- 3. International Training Programme on Managing Social Security Systems

### HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

| Aim | The Course aims at providing knowledge and skills of establishment rules and regulations and provisions regarding general administration for effective and efficient office management and administrative procedures for better management of Human Resources. |
| Objective & Programme Content | - State and explain the importance of Human Resources, provisions regarding creation of posts, recruitment, reservation policy, appointment, promotion, transfer, seniority, pay fixation, performance appraisal and quitting service and its implementation  
- State and explain rules/regulations and other provisions regarding General Administration, Establishment matters and Personal matters  
- Enumerate Leave Rules, Medical Attendance/CGHS Rules, Pension Rules, LTC Rules, TA/DA Rules and Advances  
- State and Explain provisions regarding Procurement of Goods and Services through GeM and Maintenance of Stores and Dead Stock  
- Explain Provisions of obsolescence & disposal  
- Explain Retirement benefits  
- Explain rules regarding Compassionate Appointment  
- Explain provisions regarding recognition of Service Associations |
| Methodology | Lectures, case studies, exercises and group discussion |
| Faculty | In-house and External faculty |
| Participants | RPFC –II/APFCs |
## FINANCIAL MANAGEMENT & INVESTMENTS

<table>
<thead>
<tr>
<th><strong>Aim</strong></th>
<th>The aim of the Programme is to understand the systems of Accounting and Book Keeping and principles of Auditing at Corporate Head Quarter of Employees’ Provident Fund Organization and its field offices.</th>
</tr>
</thead>
</table>
| **Objective & Programme Content** | • Understand Accounting principles and practices followed in govt. in general and Employees’ Provident Fund Organisation in particular  
• Describe basic concepts of preparing Balance Sheet and Budget in Employees’ Provident Fund Organisation  
• Standard operating procedures of Budget  
• Describe New Fund Management System  
• Describe pattern and process of Investment of EPF money and role of Fund Managers  
• Explain role & importance of Audit in EPFO  
• Maintain and reconcile Cash Book |
| **Methodology** | Lectures, case studies, exercises and group discussion |
| **Faculty** | Besides the internal faculty of PDNASS, eminent resource persons from various fields will be invited for this course |
| **Participants** | RPFC –II/APFCs |
### EPF & MP ACT: STRATEGIES FOR VOLUNTARY COMPLIANCE

**Aim:** The Course aims at describing new trends in the enforcement of various laws and expectations of the stakeholders, particularly the employers and also to explain the role of EPF officers in the implementation of the concept of ‘Ease of doing Business’ propounded by the World Bank.

**Objective & Programme Content:**
- Describe strategies to streamline various procedures and processes while implementing the provisions of EPF & MP Act, 1952.
- Describing role of information & communication technologies to bring more transparency in the organisation’s day-to-day functioning.
- Describe strategies for Self-compliance in EPFO.
- Explain the concept of ‘Ease of doing Business’ propounded by the World Bank.
- Describing ways and means to have Employer-friendly approach.

**Methodology:** Lectures, group discussions, case studies, presentations and panel discussion

**Faculty:** In-house faculty of PDNASS and officers from EPFO as well as External faculty from the relevant field

**Participants:** RPFC-I/RPFC-II/APFCs

### COMPLIANCE MANAGEMENT

**Aim:** The course aims at developing skills in ensuring compliance by the exempted establishments and identifying key areas for conducting their inspections.

**Objective & Programme Content:**
- Explain the provisions for Quasi-judicial proceeding and principles of Natural Justice
- Explain relevant provisions of IPC, Cr.PC and Civil Procedure Code
- Describe the Applicability of Evidence Act
- Explain Compliance E-proceedings
- Describe the provisions of Section 14B proceedings and Levy of Damages
- Role of CAIU in effective Compliance
- Describe Duties and responsibilities of Employers in EPF & MP Act
- Explain Exemption provisions under the EPF &MP Act 1952
- Explain the provisions of recovery viz. attachment and sale, provisions regarding Arrest of Defaulter and Priority of Dues
- Describe Art of writing speaking orders with special reference to case Laws

**Methodology:** Lectures, group discussions, case studies, presentations and panel discussion

**Faculty:** In-house faculty of PDNASS and officers from EPFO as well as External faculty from the relevant field

**Participants:** RPFC-I/RPFC-II/APFCs
**Preventative Vigilance and Functions of Inquiry (IOs) and Presenting Officers (POs)**

**Aim:**
The course aims at refreshing knowledge and skills of Officers engaged in work relating to Vigilance.

**Objective & Programme Content:**
- Describe the need and importance of Preventive Vigilance
- Identify various stages of a preliminary investigation
- Identify the role of Vigilance Officers vis-à-vis guidelines issued by CVC
- Identify the role and importance of various procedures and processes in day-to-day working of EPFO
- Role & Describe functions of Inquiry Officers & presenting Officers
- Explain Principles of Natural Justice
- Explain Disciplinary Proceedings for Major Penalty and Minor Penalty
- Describe provisions for Conduct of Inquiry viz
  - Preliminary
  - Regular
  - Writing Daily Order
  - Common Proceeding
  - Ex-parte Proceedings
- Explain art of writing Inquiry Report

**Methodology:**
Lectures, case studies, exercises and group discussion

**Faculty:**
Besides the internal faculty of PDNASS/EPFO, eminent resource persons from other Training institutes/offices will be invited for this course

**Participants:**
Vigilance Officers
## CUSTOMER RELATIONSHIP MANAGEMENT

**Aim:** The Course aims at enhancing customer-friendly skills and sensitizing and making aware the participants about customers’ expectations/requirements and use of ICT to offer better and efficient services to the customers and to minimize grievances.

### Objective & Programme Content

- Identify the changing needs of customers.
- State and explain various CRM tools and techniques.
- Apply the CRM techniques for organizational image building.
- Handle EPF IGMS independently.
- Explain provisions for Service Delivery System in EPFO
- Explain importance of Customer and Customer Services
- Explain Internal & External Customers
- Explain Role & Responsibility of Officers
- Explain Public Grievances vis–a–vis Customer satisfaction
  - Explain An Overview of Public Grievances in EPFO
  - Explain CRM through E-Governance in EPFO
- Case studies in Customer Relationship Management

### Methodology:

- Lectures, case studies, exercises and group discussion

### Faculty:

- Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course

### Participants:

- ACC/RPFC-I/RPFC-II/APFCs

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## E-GOVERNANCE IN EPFO

**Aim:** The aim of the training programme is to enhance the knowledge & skills of Officers in the Technical aspects of E-Governance with a view to improve capabilities for efficient discharge of duties.

### Objective & Programme Content

- Explain the importance of E-Governance
- Analyse systematic issues & challenges in EPFO
- Explain benefits of Technology in service delivery
- Describe the use of various E-Governance initiatives in EPFO
- Explain provisions of Central Secretariat Manual of e-office procedure (CSMeOP)
- Explain various provisions of e-office viz. file management, dak management, opening of files, processing of files & Notings, queries, reports.
- Explain the Use of Digital Signature Certificate (DSC)
- Overview of eleave, etour, PIMS, KMS & CAMS
- Support mechanism for effective implementation of e-office

### Methodology:

- Lectures, case studies, exercises and group discussion

### Faculty:

- Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course

### Participants:

- RPFC-I/RPFC-II/APFCs
### EPS, 1995 & International Workers

**Aim**: The course aims at providing knowledge and skills about Employees' Pension Scheme 1995, its work procedures and benefits delivery and to provide information to Employers regarding relevant provisions in respect of International workers as per EPF & MP Act and the Scheme framed there under and various other compliance related issues and roles and duties of the Employers.

**Objective & Programme Content**:
- Describe the various provisions of the EPS' 95
- Explain to Calculate benefits under the EPS' 95
- Explain the provisions of coverage of International Workers
- Explain the Employer's responsibilities in respect of International Workers
- Explain details of Certificate of Coverage
- Explain provisions for Detachment and related procedures
- Describe Social Security Agreements & Bilateral Agreements
- Explain the issues and challenges in implementation of the legal provisions in respect of International Workers

**Methodology**: Lectures, case studies, exercises and group discussion

**Faculty**: Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course

**Participants**: RPFC-I/RPFC-II/APFCs

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### OFFICIAL LANGUAGE

**Aim**: The Course aims at refreshing the knowledge and skills of officers engaged in the matters reslating to reservations and concessions.

**Objective & Programme Content**:
- राजभाषा नीति
- कायोत्यालयन कामकाज में व्यहारिक हिंदी का उपयोग
- भारत सरकार की राजभाषा शिक्षण योजना
- राजभाषा पर संसदीय समिति का निरीक्षण -प्रश्नावली तैयार करना
- संप्रेषणशीलता का विकास
- राजभाषा में वर्तमान संचार तकनीकी का उपयोग

**Methodology**: व्याख्यान, मामले के अध्ययन और पैनल चर्चा।

**Faculty**: पी.डी.यू.एन.ए.एस. एस के आंतरिक संकार्य इसके अलावा, विभिन्न क्षेत्रों से प्रख्यात संसाधन व्यक्तियों को इस पाठ्र्क्रम के लिए आमंत्रित किया जाएगा।

**Participants**: AD(OL) & DD (OL)
# Training Programme for Audit Officers

<table>
<thead>
<tr>
<th>Aim</th>
<th>The Course aims at refreshing the knowledge and skills of officers dealing with Audit matters.</th>
</tr>
</thead>
</table>

| Objective & Programme Content | • Identify the need and importance of Audit  
• Identify the key points in the functional areas from Audit point of view  
• Relate Audit with Vigilance  
• Describe the Relationship Between Internal Audit, Management and Governance  
• Explain the Role and Responsibilities of Audit Officers  
• Explain Implementation of Audit observations |
|-------------------------------|------------------------------------------------------------------------------------------------|

<table>
<thead>
<tr>
<th>Methodology:</th>
<th>Lectures, case studies, exercises and group discussion</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Faculty:</th>
<th>Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Participants:</th>
<th>Officers from Audit Department</th>
</tr>
</thead>
</table>

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# MID-CAREER TRAINING PROGRAMME FOR SENIOR MANAGEMENT

<table>
<thead>
<tr>
<th>Aim</th>
<th>The Course aims at improving organizational effectiveness in leading organisation with the skills to manage teams, handling adversity and taking strategic &amp; managerial decisions.</th>
</tr>
</thead>
</table>

| Objective & Programme Content | • To enable participants to improve organizational effectiveness and excellence in performance through leadership Skills  
• To enable participants to learn best practices in managing teams, handling adversity, and defining one's own personal leadership style  
• Explain the Leadership Approaches & Styles  
• To enable participants to Know skills required to take strategic and managerial decisions necessary in Senior Management roles  
• Social Security Scenario in India- Issues & Challenges  
• Session on Labour Laws in India  
• Session on Computerization in EPFO  
• Grievance Redressal Mechanism in EPFO  
• Pension- The way forward  
• Evaluation of International Workers in EPFO  
• Review & Appeal provisions in EPF Act Writ jurisdiction of High Courts/Supreme Court  
• Quasi-judicial proceeding and principles of Natural Justice  
• Explain relevant provisions of IPC, Cr.PC and Civil Procedure Code  
• PMRPY with special attention to coverage of women employees  
• Right to Information Act  
• Role of CAIU in EPFO  
• Describe responsibilities of management on issues relating to gender sensitization  
• Explain implementation of E-office system in EPFO |
|----------------------------|------------------------------------------------------------------------------------------------|

<table>
<thead>
<tr>
<th>Methodology:</th>
<th>Lectures, case studies, exercises and group discussion</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Faculty:</th>
<th>Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Participants:</th>
<th>ACC/RPFC-I</th>
</tr>
</thead>
</table>

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### MID- CAREER TRAINING PROGRAMME FOR MIDDLE MANAGEMENT

<table>
<thead>
<tr>
<th><strong>Aim</strong></th>
<th>The aim of this programme is to refresh the knowledge and skills of officers in the cadre of RPFCs-I and RPFCs-II with a view to provide orientation and managerial skills needed for the senior management level officers.</th>
</tr>
</thead>
</table>
| **Objective & Programme Content**            | ▪ Describe the concept and evolution of Social Security in India  
▪ Describing Self-compliance and strategies to promote it in EPFO  
▪ Identify the changing needs of customers & Analyze the systemic issues and challenges in EPFO  
▪ Investment pattern for provident funds  
▪ Elements of Financial Propriety, Procurement of Goods and Services, Government e-Market (GeM)  
▪ State the importance and benefits of Ethics and Values in effective governance  
▪ Identify the need and implementation of excellence in service delivery  
▪ Demonstrate the possible solutions to the systemic challenges  
▪ Computerization in EPFO  
▪ Session on Labour Laws in India  
▪ Describe Grievance Redressal Mechanism in EPFO  
▪ Employee’s Pension Scheme, 1995- Issues & Challenges  
▪ Explain Provisions for International Workers in EPF Schemes  
▪ Quasi-judicial proceeding and principles of Natural Justice  
▪ Explain relevant provisions of IPC, Cr.PC and Civil Procedure Code  
▪ PMRPY with special attention to coverage of women employees  
▪ Explain Compliance E-proceedings  
▪ Explain Right to Information Act  
▪ Role of CAIU in EPFO  
▪ Describe responsibilities of management on issues relating to gender sensitization |
| **Methodology:**                             | Lectures, case studies, exercises and group discussion |
| **Faculty:**                                | Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course |
| **Participants:**                           | RPFC-I/RPFC-II |
# MID- CAREER TRAINING PROGRAMME FOR JUNIOR MANAGEMENT

**Aim:** The aim of this programme is to refresh the knowledge and skills of officers in the cadre of RPFCs-II and APFCs with a view to provide orientation and managerial skills needed for the senior management level officers.

**Objective & Programme Content:**
- Describe the concept and evolution of Social Security in India
- Deliberating on key issues posing challenges in compliance
- Explain the conditions of granting/cancellation of Exemption
- Investment pattern for provident funds
- Describing Self-compliance and strategies to promote it in EPFO
- Elements of Financial Propriety, Procurement of Goods and Services, Government e-Market (GeM)
- Identify the changing needs of customers & Analyze the systemic issues and challenges in EPFO
- State the importance and benefits of Ethics and Values in effective governance
- Identify the need and implementation of excellence in service delivery
- Session on Computerisation in EPFO
- Explain applicability & coverage in EPF & MP Act
- Describe Grievance Redressal Mechanism in EPFO
- Employee’s Pension Scheme, 1995- Issues & Challenges
- Explain Provisions for International Workers in EPF Schemes
- Explain Inspection of Establishments – Inspectors Manual
- Describe Duties and responsibilities of Employers in EPF & MP Act
- Explain Exemption provisions under the EPF &MP Act 1952
- Quasi-judicial proceeding and principles of Natural Justice
- Explain relevant provisions of IPC, Cr.PC and Civil Procedure Code
- Explain Compliance E-proceedings
- Right to Information Act
- Role of CAIU in EPFO
- Describe responsibilities of management on issues relating to gender sensitization
- Describe provisions of official language
- Explain implementation of E-office system in EPFO

**Methodology:** Lectures, case studies, exercises and group discussion

**Faculty:** Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course

**Participants:** RPFC-II/APFC
## ORIENTATION PROGRAMME FOR CBT MEMBERS

<table>
<thead>
<tr>
<th>Aim</th>
<th>To have better understanding of provisions of the Act &amp; Issues &amp; Challenges confronting EPFO.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | • Social Security- Indian & Global Scenario  
• Provisions of Act & Schemes  
• E-Governance in EPFO  
• Investment in EPFO  
• Pension- The way forward |
| Methodology | Lectures, case studies, exercises and group discussion |
| Faculty | Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course |
| Participants | CBT Members |

## ORIENTATION PROGRAMME FOR OFFICERS ON DEPUTATION

<table>
<thead>
<tr>
<th>Aim</th>
<th>The aim of this programme is to refresh the knowledge and skills of officers in the different cadre on deputation with a view to provide orientation and managerial skills needed for the senior management level officers.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | • Introduction to the EPF & MP Act and Schemes  
• Important Provisions of Compliance  
• Pension - The way forward  
• E-Governance in EPFO  
• Administrative & Financial Delegation in EPFO |
| Methodology | Lectures, case studies, exercises and group discussion |
| Faculty | Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course |
| Participants | Officers on Deputation |
## ORIENTATION PROGRAMME ON PROMOTION TO RPFC-II

<table>
<thead>
<tr>
<th>Aim</th>
<th>The aim of this programme is to refresh the knowledge and skills of officers in the cadre of RPFCs-II with a view to provide orientation and managerial skills needed for the officers.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | - Describe the concept and evolution of Social Security in India  
- Describing Self-compliance and strategies to promote it in EPFO  
- Identify the changing needs of customers & Analyze the systemic issues and challenges in EPFO  
- Elements of Financial Propriety, Procurement of Goods and Services, Government e-Market (GeM)  
- Computerization in EPFO  
- Employee’s Pension Scheme, 1995 - Issues & Challenges  
- Explain Provisions for International Workers in EPF Schemes  
- Quasi-judicial proceeding and principles of Natural Justice  
- Explain relevant provisions of IPC, Cr.PC and Civil Procedure Code  
- Explain Right to Information Act |
| Methodology | Lectures, case studies, exercises and group discussion |
| Faculty | Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course |
| Participants | Officers Promoted as RPFC-II |

## ORIENTATION PROGRAMME ON PROMOTION TO RPFC-I

<table>
<thead>
<tr>
<th>Aim</th>
<th>The aim of this programme is to refresh the knowledge and skills of officers in the cadre of RPFCs-I with a view to provide orientation and managerial skills needed for the officers.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | - To enable participants to improve organizational effectiveness and excellence in performance through leadership Skills  
- To enable participants to learn best practices in managing teams, handling adversity, and defining one's own personal leadership style  
- Explain the Leadership Approaches & Styles  
- To enable participants to Know skills required to take strategic and managerial decisions necessary in Senior Management roles  
- Social Security Scenario in India- Issues & Challenges  
- Session on Labour Laws in India  
- Session on Computerization in EPFO  
- Grievance Redressal Mechanism in EPFO  
- Pension- The way forward  
- Evaluation of International Workers in EPFO |
| Methodology | Lectures, case studies, exercises and group discussion |
| Faculty | Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course |
| Participants | Officers Promoted as RPFC-I |
**ORIENTATION PROGRAMME ON PROMOTION TO ACC**

<table>
<thead>
<tr>
<th>Aim</th>
<th>The aim of this programme is to refresh the knowledge and skills of officers in the cadre of ACCs with a view to provide orientation and managerial skills needed for the senior management level officers.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | - To enable participants to improve organizational effectiveness and excellence in performance through leadership Skills  
- To enable participants to learn best practices in managing teams, handling adversity, and defining one's own personal leadership style  
- Explain the Leadership Approaches & Styles  
- To enable participants to Know skills required to take strategic and managerial decisions necessary in Senior Management roles  
- Social Security Scenario in India - Issues & Challenges  
- Session on Labour Laws in India  
- Session on Computerization in EPFO  
- Grievance Redressal Mechanism in EPFO  
- Pension - The way forward  
- Describe responsibilities of management on issues relating to gender sensitization |
| Methodology | Lectures, case studies, exercises and group discussion |
| Faculty | Besides the internal faculty of PDNASS/EPFO, eminent resource persons from relevant field will be invited for this course |
| Participants | Officers Promoted as ACCs |
**ATTITUDE FOR ALTITUDE (OUTBOUND TRAINING PROGRAMME)**

| Aim | This course aims at team building from the leadership perspective and to underline the importance of individual in team building and various aspects of crises management activities which include for casting potential crises and planning how to deal with them, identifying real current crisis and minimizing the damage and recovering from the crisis. |
| Objective & Programme Content | - Relate the value of right attitude  
- Define team building as a tool for organizational effectiveness  
- To make the individual aware of dynamics and constants of team building in varied work situations and to enable the participant to achieve the common task.  
- Providing information on systematic approach to crisis management in organizational context  
- Describe importance of building and maintaining team  
- Describe understanding the importance of common task, leaders and team building, team properties, team members and their roles, team Vs. individuals  
- Defining crisis, various stages of crisis management |
| Methodology: | Lecture, individual and group exercises, outbound learning |
| Faculty: | External faculty from management institutes/Corporate world and in-house faculty |
| Participants: | ACC/RPFC –I/RPFC –II/APFCs |

**ETHICS AND VALUES IN GOVERNANCE**

| Aim | The aim of this programme is to state the importance and benefits of Ethics and Values in effective governance and how to apply the framework of ethical governance in all spheres. |
| Objective & Programme Content | - Explain the concept of inner governance and initiation to practice inner governance.  
- Share one’s experience as to how to resolve ethical dilemmas  
- State the importance and benefits of Ethics and Values in effective governance  
- Describe the integrated framework of ethical governance and its implications on one’s role  
- Apply the framework of ethical governance in all spheres |
| Methodology: | Lecture, discussion, experience sharing, FAQs |
| Faculty: | In-house/external faculty |
| Participants: | ACC/RPFC –I/RPFC –II/APFCs |
## STRATEGIC MANAGEMENT

| Aim | The aimed to enlighten participants with the emerging systems of measuring and managing organizational and workforce performance to achieve strategic objectives in the face of challenges in the globalized business environment. |
| Objective & Programme Content | - Leadership skill development framework  
- Individual Excellence for Organizational Effectiveness  
- Strategic Planning process with reference to Mission, Vision and values  
- Situational analysis techniques  
- Competition and competitive capabilities  
- Developing organizational capabilities  
- Structured problem solving and decision making techniques  
- Strategic implementation and evaluation  
- Leading and managing change |
| Methodology | Lecture, discussion, experience sharing, FAQs |
| Faculty | In-house/external faculties |
| Participants | ACC/RPFC-I/RPFC-II/APFCs |

## LEADERSHIP & CHANGE MANAGEMENT

| Aim | The Programme is designed to enable participants to learn to lead and guide their respective offices and teams; both through an understanding of the organizational and behavioral enablers. |
| Objective & Programme Content | The module would cover topics that follow from the situation and the challenges as faced by functionaries while focusing on developing nurturing and enhancing their strategic management and strategic thinking skills as well as their leadership capabilities. The proposed list of topics includes:  
- Leadership  
- Strategy and Strategic Implementation  
- Change Management & Organizational Transformation  
- Leading Public Service Organisation |
| Methodology | Lecture, discussion, experiences sharing, FAQs |
| Faculty | In-house/external faculties |
| Participants | ACC/RPFC-I/RPFC-II/APFCs |
## Excellence in Leadership & Governance for EPF Nepal

<table>
<thead>
<tr>
<th>Aim</th>
<th>The aim of this programme is to promote greater understanding of Effective Leadership Skills &amp; Principles of Good Governance.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | ▪ Explain the Leadership Approaches & Styles  
▪ Role of Leadership in managing Public Service Organisation  
▪ Team Building & Crisis Management  
▪ Role of the Managing Self Effectiveness  
▪ Explain models of Good Governance  
▪ Explain the Role of Public Policy & Handling of Public Grievance  
▪ Define Customer Relationship Management & Customer Service  
▪ Field visit  
▪ An Introduction to the electronic Systems & Practices in EPFO  
▪ Evolution of systems & practices in CRM in EPFO |
| Methodology | Lectures, case studies, exercises and group discussion. |
| Faculty | In-house/external faculty |
| Participants | Officers/officials of EPF Nepal |

## Work Life Balance

<table>
<thead>
<tr>
<th>Aim</th>
<th>The aim of this programme is to manage personal changes in health and lifestyle and releasing stress through yoga and enable to live a happy life with the help of time management.</th>
</tr>
</thead>
</table>
| Objective & Programme Content | ▪ Describe Managing personal changes  
▪ Explain benefits of meditation  
▪ Describe Stress Management through yoga  
▪ Describe importance of Concept of Total Quality person  
▪ Describe Emotional & Spiritual Intelligence  
▪ Describe importance of Happiness & Success  
▪ Panel discussion on Work Life Balance |
| Methodology | Lecture, discussion, experience sharing, FAQs |
| Faculty | In-house/external faculty |
| Participants | ACC/RPFC-I/RPFC –II/APFCs |
## Training Programme on Planning for Life After Superannuation

<table>
<thead>
<tr>
<th><strong>Aim</strong></th>
<th>The course aims at providing knowledge and skills for retirement planning and leading an active post-retired life.</th>
</tr>
</thead>
</table>
| **Objective & Programme Content** | **Explain:**  
- Managing Personal Change and stress of retirement  
- Social Adjustment and Social Adaptability after retirement  
- Health and lifestyle after retirement  
- Stress & Time management after retirement  
- Work after work after retirement  
- Activity on self-exploration after retirement  
- Hobbies, Social Service & Activity after retirement  
- Financial Planning and investment after retirement |
| **Methodology:** | Lectures, group discussions, case studies, presentations and panel discussion |
| **Faculty:** | In-house faculty of PDNASS and officers from EPFO as well as External faculty from the relevant field |
| **Participants:** | ACC/RPFC-I/RPFC-II/APFCs |

## Training Programme for Communication & Presentation Skills

<table>
<thead>
<tr>
<th><strong>Aim</strong></th>
<th>The course aims at enhancing communication and presentation skills of executives to develop their role effectiveness.</th>
</tr>
</thead>
</table>
| **Objective & Programme Content** | ▪ Identify the characteristics of effective communication  
▪ Apply the theoretical knowledge for self and organizational effectiveness  
▪ Apply the presentation skills for self-effectiveness  
▪ Describe how to apply the presentation skills for self-effectiveness  
▪ Explain effective listening skills  
▪ Explain interpersonal communication audit  
▪ Describe non-verbal communication |
| **Methodology:** | Lectures, group discussions, case studies, activity based learning, presentations and panel discussion |
| **Faculty:** | In-house faculty of PDNASS and officers from EPFO as well as External faculty from the relevant field |
| **Participants:** | ACC/RPFC-I/RPFC-II/APFCs |
### Self-Management & Skills for Professional Excellence

<table>
<thead>
<tr>
<th><strong>Aim</strong></th>
<th>The aim to enlighten participants ways for development of skills for professional excellence and self-management while serving with the Organisation.</th>
</tr>
</thead>
</table>
| **Objective & Programme Content** | - Explain the Interpersonal Effectiveness & Conflict Management  
- Evaluate the importance of self-awareness as a key to personal and professional growth  
- Importance of Time Management  
- Handling Crisis in Life  
- Explain role of Self-Esteem in work area  
- Explain Motivation towards achieving goals  
- Explain techniques of Stress Management  
- Explain importance of Health and fitness for effective management |
| **Methodology** | Lectures, case studies, exercises and group discussion |
| **Faculty** | Besides the internal faculty of PDNASS, eminent resource persons from various fields will be invited for this course |
| **Participants** | RPFC-I/RPFC –II/APFCs |

### WORKSHOP ON GENDER SENSITIZATION

<table>
<thead>
<tr>
<th><strong>Aim</strong></th>
<th>The training aims to the modification of behavior by raising awareness of gender equality concerns.</th>
</tr>
</thead>
</table>
| **Objective & Programme Content** | - Describe Gender Awareness  
- Describe the Gender Roles and Needs  
- Explain Gender Equality in our Society  
- Role of women as change agents in society  
- Gender Violence : Provisions  
- Describe Sexual Harassment at work Place  
- Explain Provisions of Gender Bias In Law  
- Explain important aspects of Vishakha Judgement |
| **Methodology** | Lectures, group discussions, case studies, presentations |
| **Faculty** | Besides the internal faculty of PDNASS, eminent resource persons from various fields will be invited for this course |
| **Participants** | ACC/RPFC –I/RPFC –II/APFCs |
## WORKSHOP ON RIGHT TO INFORMATION ACT

**Aim:** The course aims to equip the participants with the knowledge of “The Right to Information Act: Provisions & Implementation” and to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of Public Authorities in order to promote transparency and accountability in the working of any public authority.

### Objective & Programme Content

- RTI Act – General Overview
- Explain difference between Right to information versus right to privacy – defining the dividing line
- Explains Disclosure and exemptions under RTI, Act – rules and exceptions
- Explain the Journey of RTI through Courts
- Describe Vexatious use of RTI: Problem and remedies
- Describe the Powers and functions of the Information Commissions, appeal and penalties
- Explain the Duties and Responsibilities of APIO & CPIO
- Describe latest changes made in the RTI Act.
- Discussion on Judgments

### Methodology:

Lecture, discussion, experience sharing, FAQs

### Faculty:

Experts in the specific area like ISTM, New Delhi etc.

### Participants:

ACC/RPFC-I-RPFC-II/APFCs

## WORKSHOP FOR EXEMPTED ESTABLISHMENTS

**Aim:** The aim of the workshop is to provide information/knowledge regarding relevant provisions of EPF & MP Act and the schemes framed there under, nature and periodicity of returns required to be filed by Exempted establishments, Books/Records to be maintained by the Exempted Establishments.

### Objective & Programme Content

- Discussing the provisions of the Act and the Schemes
- Deliberating on key issues posing challenges in compliance
- Explain the conditions of granting/cancellation of Exemption
- Describe Books/Records and returns to be maintained/ filed by Exempted Establishments
- Investment pattern for provident funds
- Duties and responsibilities of the Role of Exempted Establishments

### Methodology:

Lecture, discussion, experience sharing, FAQs

### Faculty:

In house faculty

### Participants:

Senior and Middle management officers of Exempted Establishments and industry representative both from Labour & Management
### NATIONAL SEMINAR ON GLOBAL TRENDS IN SOCIAL SECURITY & PENSION

**Aim:** The Seminar aims at creating awareness amongst EPF Officers and other stakeholders about the latest Global trends in the field of Social Security and Pension.

**Objective & Programme Content:**
- Describe Emerging trends in Global Social Security
- Explain various aspects of Social Security in India
- Explain various aspects of social security in Developed Nations
- Explain Challenges in extending Social Security in developing countries

**Methodology:** Lectures, Paper Presentations, and Panel Discussion

**Faculty:** Expert and Eminent Faculties from various Institutes in the field of Social Security

**Participants:** Stakeholders of EPFO

### WORKSHOP ON INTERNATIONAL WORKERS OF ESTABLISHMENTS

**Aim:** The aim of the workshop is to provide information/knowledge to Employers regarding relevant provisions in r.o International Workers as per EPF & MP Act and the schemes framed thereunder and various other compliance related issues and role and duties of the Employers in r.o International Workers working in their respective establishments.

**Objective & Programme Content:**
- Explain statutory provisions regarding International Workers (IWs)
- Deliberating on key issues posing challenges in compliance in r.o IWs
- Records and returns to be maintained/ filed by the Establishments
- Role and duties of Employers in r.o International Workers

**Methodology:** Lecture, discussion, experience sharing, FAQs

**Faculty:** In house faculty

**Participants:** Senior and Middle management officers of Exempted/Unexampled Establishments
# INTERNATIONAL TRAINING PROGRAMME ON MANAGING SOCIAL SECURITY SYSTEMS

## Aim

The Programme is designed to enable participants to understand the principles and various components of social security, gain exposure to the parameters involved in designing of Social Security Schemes, learn about various types of benefits in social security systems, learn about financing and investment procedures in Social Security Systems, understand the roles and responsibilities of Senior Management in administering Social Security Systems, learn the best practices in Social Security Systems across the world, understand the importance of capacity building to improve overall social security administration.

## Objective & Programme Content

- Development of Social Security and its culmination in the framing of ILO standards
- Socio-economic impact of Social Security
- Various Designs of Schemes in Social Security Systems
- Types of Benefits in Social Security Systems
- Financing of Social Security Systems
- Managing Investment In Social Security Systems
- Contribution Collection and Compliance in Social Security Systems
- International Best Practices in Social Security
- Use of Information and Communication Technology (ICT) in Social Security Systems
- Accomplishment of Social Security Organisations (EPFO & ESIC) in Service Delivery and in Operations Management through ICT
- Study Tour

## Methodology:

Through Lectures, Presentations, Group Discussions & Group Presentations, Case Studies and Study Tour

## Faculty:

Experts from reputed Institutions like International Labour Organisation, ISSA, IIMs, Tata Institute of Social Sciences, Jawaharlal Nehru University, Delhi University, Ministry of Labour & Employment, Govt of India, Employees’ Provident Funds Organisation, Employees’ State Insurance Corporation of India

## Participants:

Senior and Middle Management/Administrators working in Social Security Organisations, professionals working for Social Security Organisations, participants from Social Security Organisations working abroad, the participants from the Central Govt./State Govt./Public Sector Undertakings (Central/State)/Statutory Bodies/Autonomous Bodies and Non-Government Organisations (NGOs) working in the field of Social Security may also be allowed to participate.