पंडित दीनदयाल उपाध्याय राष्ट्रीय सामाजिक सुरक्षा अकादमी
PANDIT DEENDAYAL UPADHYAYA NATIONAL ACADEMY OF SOCIAL SECURITY
कर्मचारी भविष्य निधि संगठन (श्रम एवं रोजगार मंत्रालय,भारत सरकार)
Employees Provident Fund Organisation (Ministry of Labour & Employment, Govt. of India)
30-31 इंस्टिट्यूशनल एरिया, जनकपुरी, नई दिल्ली -110058,
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No. 13/78/2023-2024/PDNASS/InductionTrainingforSSA-DR/164   Dated 9.7.2024

To,

    All Additional CPFCs (All Zones)
    All RPFCs/ OICs (All Regions)
    All Officers-In-Charge (All District Offices)
    All ZTIs/ Sub-ZTI

Subject: Induction Training of DR SSAs of Batch 2024

Sir/ Madam,

As you are aware that Pandit Deendayal Upadhyaya National Academy of Social Security (PDNASS) is organizing an Induction Training for the Direct Recruit Social Security Assistants (SSAs). There are about 1560 numbers of SSAs who have joined till date, to whom Induction Training is to be imparted. The Residential Training Program will be of four weeks and will be conducted at ZTIs. Prior to this, SSAs would be required to have completed Online Training on the iGOT platform for which the list of 51 courses have been already circulated. The first batch training is scheduled to start **with effect from 15.07.2024** at all four ZTIs.

2- The Induction Training shall be in two phases:

Phase – I: Learning through iGOT:

Integrated Government Online Training platform (iGOT) is a comprehensive online platform envisaged to guide individual officials in their capacity building journey and enable one to become best version of oneself. Inspired by the philosophy of the Mission Karmayogi, the SSAs will have an opportunity to learn through the content that has been created by various Govt. Departments/ Organizations/ knowledge partners.

A total of **fifty one (51)** Modules, relevant to our needs, have been selected for the first phase. The list of modules is available at **Annexure –I**. All trainee SSAs have already been directed to register themselves on iGOT learning platform (https://igotkarmayogi.gov.in/index.html#igotcourses), enroll into the modules included in the said annexure and attend the online modules. Successful completion of the requisite iGOT courses (First Phase) is an essential pre-requisite for the trainee SSAs to be considered for Second Phase of the Training.

The trainees shall provide **"Certificate of Completion"** (duly signed by the Officer-In-Charge), to Local Course Directors of ZTIs at the time of attending the training at ZTI.

Phase – II: Physical Training Sessions at ZTI :

The second phase of the training is a four week residential program and will begin at the ZTIs upon successful completion of first phase (iGOT modules).

The Batches shall be formed by respective ZTIs. The tentative batch size for each ZTI is shared as **Annexure – II**. The Second Phase of the Training for Batch – I will commence **w.e.f. 15.07.2024** (as communicated earlier) taking up the topics as contained in the Model Session Plan provided at **Annexure - III**. The dates of commencement for subsequent batches will be intimated in due course.

3-   RPFC-I/II posted at ZTIs will be the Local Course Directors and will ensure the smooth execution of the Induction Training program under the guidance of the ACC of ZTIs who will closely monitor the progress of the training programme. The details of the Local Course Directors for first batch of trainees is annexed as **Annexure – IV**. For subsequent batches, the ACC (ZTI) may nominate Course Directors under intimation to PDNASS.

4-   The Induction Training conduct rules and regulations for the induction Course are enclosed as **Annexure-V**. All trainees are directed to go through these instructions meticulously for strict compliance.

5-   The Mentorship Program which has already begun at RO/ZO level is an essential component of Induction Training (copy of Mentorship Program attached as **Annexure – VI**). The mentor, comprising officers at the APFC/EO/AO/SS/SrSSA level, should be nominated by the OIC of the concerned office. It is expected that each newly joined

SSA is maintaining a Daily Journal/ Diary to keep track of activities completed during mentorship. SSAs must be advised to take said daily journal/ diary to the ZTIs for placing the same before the Course Director for necessary action.

6- Learning of Local Language (at the place of posting of SSA) is also mandatory for the newly joined SSAs. For that purpose, Bhasha Sangam App should be downloaded by each SSA before coming to ZTI for their training. SSAs are expected to complete self learning modules of the concerned local language through the said app. There are few local Language modules available on the iGOT app which can be made use of by the trainee SSAs.

7- No exemption from the training program is permissible unless approved by the ACC(ZTI) due to circumstances beyond control. All the RPFCs/OICs are requested to advise the SSAs nominated for the said program to attend all the phases and to impress upon them about the need to adhere to the program guidelines.

8- ACC HQ/ ACC of the Zones/ ZTIs are requested to closely monitor the progress and ensure that the tenets of the Training Policy and various guidelines communicated from time to time, are adhered to.

9- The cooperation of all concerned is solicited in making the Induction Training Program a "Journey of learning through involvement".

(This issues with the approval of the Competent Authority)

Yours Sincerely,

Ankur Gupta
Head Induction Trainings

Copy to:

1. ACC (HRM)
2. ACC (HRD)
3. PS to CPFC-for kind information

The list of iGOT courses which need to be completed by newly recruited SSAs

I: Ministry of Labour & Employment - following seven (7) courses have been recommended to promote role-based capacity building of Government Employees:

1. POSH
2. Code of Conduct for Government Employees
3. Introduction to Emerging Technologies
4. Y-Break Yoga at Workplace
5. Orientation Module on Mission LIFE
6. Stay Safe in Cyber Space
7. Child Rights with Special Focus on Juvenile Justice System

II: Karmayogi Prarambh Module iGOT:

1. Code of Conduct for Government Employees
2. Understanding Motivation
3. Self-Leadership
4. STRESS MANAGEMENT
5. Effective Communication
6. Microsoft Word Beginners
7. Microsoft Excel for Beginners
8. Yoga for Excellence

III: List of 36 short duration courses on iGOT identified by PDNASS

1. Vigilance Angle
2. Family Pension under NPS
3. Central Government Employees Group Insurance Scheme (CGEGIS)
4. Vigilance Clearance
5. Project Management
6. Artificial Intelligence Powered Grievance Handling Application
7. Exit and Withdrawal Norms under NPS
8. Invoicing and Payment Process
9. Introduction to E-Office
10. Understanding of Double Entry System in Financial Accounting
11. UNDERSTANDING REVENUE RECOGNITION PRINCIPLE
12. Bid Participation
13. UNDERSTANDING OF SINGLE-ENTRY SYSTEM
14. A simple stretch to stretch your life
15. Financial Effects of Penalties
16. Understanding of Cash Book
17. Rajbhasha Hindi

ZTI	Tentative Batch Size
North Zone	60
West Zone	60
South Zone	40
East Zone	32

4 WEEKS' SESSION PLAN
(WEEK- I)

DAY	SESSIONS
1	Overview of SSA Induction Training by Local Course Director of ZTI.
	Overview of SSA Induction Training by Local Course Director of ZTI.
	Overview of the Constitution of India
	Parliament of India
	Language Lab
2	Structure of Government of India
	Structure of Ministry of Labour & Employment, Government of India.
	Major Schemes run by Ministry of Labour & Employment, Government of India.
	Structure of EPFO
	Language Lab
3	Overview of EPFO along with Important Statistics
	Good Governance w.r.t EPFO, Mission of EPFO, Citizen Charter of EPFO.
	EPFO Vision 2047
	Overview of Social Security Code, 2020
	Language Lab
4	Overview of Social Security Code, 2020
	EPF & MP ACT 1952
	EPF & MP ACT 1952
	EPF Scheme and its Provisions
	Language Lab
5	EPF Scheme and its Provisions
	Calculation of Benefits under EPF Scheme
	Calculation of Benefits under EPF Scheme
	Calculation of Benefits under EPF Scheme
	Language Lab

4 WEEKS' SESSION PLAN
(WEEK- II)

	Provisions of EPS, 1995
	Provisions of EPS, 1995
6	Calculation of Benefits under EPS
	Calculation of Benefits under EPS
	Language Lab
	Provisions of EDLI Scheme, 1976
	Calculation of Benefits under EDLI Scheme, 1976
7	Determination of Dues & Proceedings under section 7A, 7B, 7C, 7A (4) etc.
	Issuing Summons - Final orders- Dos & Don'ts in assessment of dues- Online hearing and Maintenance of Records
	Language Lab
	Recovery Procedure: Rules and Regulations
	Recovery Procedure: Rules and Regulations
8	Exemption
	Exemption
	Language Lab
	Concurrent Audit
	Pre-audit
9	Internal audit
	CAG Audit
	Language Lab
	Basics of MS Word
	MS Word Advanced
10	Basics of MS Powerpoint
	MS Powerpoint Advanced
	Language Lab

4 WEEKS' SESSION PLAN
(WEEK- III)

11	Basics of MS Excel
	Basics of MS Excel
	MS Excel Advanced
	MS Excel Advanced
	Language Lab
12	Leave Rules/ Maintainace of Service book
	Schedule of Financial and administrative powers
	Leave Travel Concession (LTC)
	Central Government Health Scheme CGHS and Central Services MA Rules
	Language Lab
13	Conduct Rules
	Disciplinary Proceedings in Government
	Provisions related to IW
	Nomination / E- Nomination
	Language Lab
14	Work in Account Section- Maintenance of Accounts files- ledger-Important Registers - Scrutiny of Returns/ECR
	Work in Account Section- Maintenance of Accounts files- ledger-Important Registers - Scrutiny of Returns/ECR
	Nomination / E- Nomination
	Membership to the schemes. Online services available to members. UMANG App.
	Language Lab
15	Processing Of Different types of PF Claim Forms (19)
	Processing Of Different types of PF Claim Forms (31)
	Processing Of Different types of EPS Claim Forms (13)
	Processing Of Higher Pension Claim Forms (10C)
	Language Lab

4 WEEKS' SESSION PLAN
(WEEK- IV)

16	Processing Of Different types of EPS Claim Forms (10D)
	Processing Of Higher Pension Claim Forms
	Processing of Death Claims (20)
	Processing of EDLI Claims
	Language Lab
17	Efficient and Swift Disposal of Grievances (EPFiGMS)
	Efficient and Swift Disposal of Grievances (CPGRAM)
	Reports available under MIS, MIS 2.0 and other dash boards and their utility value – I
	Reports available under MIS, MIS 2.0 and other dash boards and their utility value – II
	Language Lab
18	GFR/Government E Marketplace
	Right to Information Act
	CCS Pension Rules
	National Pension System (NPS) (Prarambh), Exit and Withdrawal Norms under NPS, Family Pension under NPS
	Language Lab
19	E- office
	Principal Employer Portal
	ABRY
	Promotions and DPC
	Language Lab
20	Leadership Development
	Time Management
	Public Speaking
	Customer Handling Skills
	Language Lab

ZTI	Course Director (for First Batch)
East Zone	Sh. Naveen Juneja, RPFC-II
North Zone	Sh. Altamash Ali, RPFC-II
West Zone	Sh. Nikunj Meena, RPFC-II
South Zone	Sh. Saurabh Kumar, RPFC-II

CONDUCT, RULES AND REGULATIONS

I.   GENERAL CONDUCT

Staff Trainees are expected to work hard to attain the technical competence and knowledge required for their jobs; participate whole-heartedly in curricular and co-curricular activities; respect rules, norms and conventions of the Academy and the Service at large; and make deliberate efforts to develop oneself into an outstanding employee and also make meaningful contributions in developing the Academy into a centre of excellence through purposeful involvement in social work and other enriching activities. The Staff Trainees are required to maintain the highest standards of discipline and personal conduct throughout the period of training; both within and outside the Academy. They must observe punctuality in attending physical activities, lectures, tutorials, cultural events, sports activities, outdoor visits, social functions, formal and informal gatherings.

2.   Community life constitutes an important part of training. Staff Trainees must exhibit good conduct in classrooms and elsewhere like hostel, mess, auditorium, library, indoor stadium, swimming pool, etc. in conformity with the Central Civil Services (Conduct) Rules, 1964. Good conduct implies high standards of social behaviour, courtesy, dignity, decorum, integrity and personal hygiene. **Smoking and consumption of alcohol are strictly prohibited in the campus.** As a consideration towards fellow- Trainees, Staff Trainees are expected not to play loud music or speak very loudly in their rooms, lounges and corridors. They are expected to always carry their identity cards. **The Trainees must always wear lapel cards while attending classes & official functions and events.**

II. CONDUCT IN CLASS

Staff Trainees should **arrive in classrooms at least five minutes before the scheduled time and take their pre-assigned seats.** They are expected to come prepared for each class by studying the reading material, if any, given in advance by the faculty members. Staff Trainees are encouraged to participate actively in the discussions in the class, express their views, seek clarifications or raise pertinent questions without engaging in long drawn or protracted arguments. Difference of opinions, if any, should be aired in an unoffending and subtle manner, particularly, in the cases of guest speakers.

III. CONDUCT IN HOSTELS

Trainees are expected to behave decently in the hostels at all times. Shouting, loud music, noisy parties / revelry must be avoided as it is a source of inconvenience and nuisance to others. As a consideration to other residents in the hostels, music after 2200 Hrs is to be heard only through ear-phones.

2. Keeping or consuming alcohol in the hostels is prohibited. Inebriated conduct will result in disciplinary action.

3.   It is also important to use the allotted hostel rooms properly. Because it is mandatory to obtain NoC for infrastructure on returning back the allotted rooms. Any restoration cost to be incurred by EPFO to make the rooms habitable by the next allottee shall be recovered from the previous allottee.

4. DRESS CODE

Staff Trainees are expected to dress up well in neat attires. They should not appear unkempt or slovenly. The Staff Trainees are expected to observe the following dress code on formal occasions like ceremonies for course inaugurations or valedictions, national festivals like Independence Day and Republic Day, and on other occasions declared as formal by the Academy:

2.   Gentlemen Staff Trainees: Black/Dark coloured Buttoned-up suits/similar formal attire and foot wear comprising black shoes and dark coloured socks.

3.   Lady Staff Trainees: The decent coloured Saree & footwear comprising shoes or sandals.

4.   In classrooms, Staff Trainees may wear shirt and trousers or safari suits along with leather Brown/Black shoes, while lady Staff Trainees may wear sarees or salwar suits with shoes or sandals. Wearing of Lapel card is compulsory in class rooms. **Casual attires including jeans, T-shirts, sneakers etc. are not permitted in classrooms, or in administrative block.** Sneakers, sports shoes, can be worn only while doing physical activities. Use of bathroom slippers is restricted to hostel rooms only.

5.   Physical Activity sessions: Staff Trainees are required to wear prescribed Academy T-shirts/Track Suits and shorts or track-suits with shoes/sneakers and socks while doing physical activity. Lady Staff Trainees are expected to wear Academy track-suits with canvas shoes/sneakers and socks.

6.   Staff Trainees are required to be decently attired in the Mess. In the Indoor Sports Complex footwear like sports or canvas shoes maybe worn but slippers/chappals are not allowed.

5. DOs & DON'Ts

I. **DO:**

- wear your name tags during working hours and in the mess on formal/informal occasions
- maintain punctuality in all training activities i.e. 10 minutes before all scheduled Activities
- occupy seats assigned to you in classrooms 5 minutes before the arrival of faculty
- observe etiquette and courtesy in dealings with faculty, staff and each other
- consult your Counsellor in matters - personal or official - where you are doubtful or need guidance

I. **DO NOT:**

- Do not mark proxy attendance
- smoke at any public / common place in the campus
- entertain or house any pet animals in the hostel or in your room
- park Personal Vehicles in the campus without permission.

II. **PROHIBITED:**

- possession/ carrying weapons/ firearms in the Academy
- keeping or consuming intoxicating drugs / alcoholic drinks in the campus

MENTORSHIP PROGRAM

BACKGROUND

PDNASS has established a program where a cadre of experienced mentors can counsel and provide trainee staff with support and motivation. These mentors can provide individuals with insights including unspoken rules, politics, and nuances, while providing individuals with perspectives and solutions to errors that may have been caused by an individual's inexperience or naiveté. Finally, the Mentor can help to develop the careers of individuals and mold them towards nation building approach keeping the principles behind ease of doing business and citizen centric service delivery.

DEFINITION OF MENTORSHIP

Mentorship is a relationship between two individuals, in which the more experienced, teaches a less knowledgeable individual with the goal of providing the inexperienced person with an experienced partner to guide and nurture their development.

OBJECTIVES OF MENTORSHIP PROGRAM

The objectives of PDNASS mentorship program are as follows:

- To promote the personal and professional well-being of the new DR SSA.
- To develop the knowledge, skills and competencies needed by DR SSA to be successful.

- To provide an opportunity for analysis of their skills and knowledge through coaching
- To improve the skill sets of both the SSA probationers and the mentor.

SPECIFIC ROLES

The mentoring program involves two components, the mentor and the SSA probationers. The following are the roles for each of the components:

ROLE OF THE MENTOR

- **Knowledge Transfer** - Mentors share their expertise and knowledge in the relevant field, providing insights and perspectives that go beyond what can be learned from formal training materials
- **Guidance and Support** - Mentors help mentees set clear goals and objectives for their training, ensuring alignment with personal and professional aspirations.
- **Problem Solving** - Mentors assist in problem-solving by offering guidance on overcoming challenges and addressing obstacles encountered during the training process.
- **Performance Evaluation** - Mentors assess and evaluate the progress of mentees, identifying areas of growth and areas that may need additional attention.
- **Motivational Support** - Mentors inspire and motivate mentees to persevere through challenges, maintaining a positive attitude and commitment to their learning journey.
- **Celebrating Achievements** - Mentors celebrate successes and milestones with mentees, reinforcing their sense of accomplishment and boosting morale.
- **Leading by Example** - Mentors serve as role models by demonstrating professionalism, ethics, and effective communication. This helps mentees develop a deeper understanding of desirable behaviors and attitudes.

ROLE OF THE SSA PROBATIONERS

Participation - Actively engage in the training process by participating in discussions, activities, and exercises. Take an active role in your own learning.

Identifying Objectives - Clearly define your goals and objectives for the training. Communicate these goals to your mentor to ensure alignment and a shared understanding of expectations.

Expressing Needs - Communicate your needs, concerns, and expectations to your mentor. Be open about your learning preferences and any challenges you may be facing during the training.

Feedback Acceptance - Be open and receptive to constructive feedback from your mentor. Use feedback as a tool for improvement and development.

Initiative - Take the initiative to explore and apply concepts beyond what is covered in the training sessions. Demonstrate self-motivation in pursuing additional knowledge and skills.

Commitment to Action - Follow through on action items and commitments made during mentoring sessions. Show dedication to implementing suggestions and applying new knowledge in practical situations.

Building Rapport - Invest time in building a positive and professional relationship with your mentor. A strong mentor-mentee relationship enhances the effectiveness of the training.

BENEFITS OF THE PROGRAM

The following lists the benefits of the mentorship program for the SSA Probationers and Mentors.

SSA PROBATIONERS

- Enhances professional career development.
- Receives individual recognition and encouragement.
- Receives honest criticism and informal feedback.
- Opportunity to receive guidance.
- Stay informed on the developments of the business environment in the country and changing social security needs.
- Opportunities to participate in a strong networking experience.
- Learns how to reach appropriate channels and to resolve potential grievances.
- Opportunities to learn new skills.
- Skills and career development benefits
- Helps in avoiding mistakes.
- Access to an informed second opinion
- Insight into own performance through a 'critical friend'
- Identifies personal development needs, and
- Opportunities to learn from the experience of the Mentors.

MENTORS

- Participates in the professional development of trainees.
- Provides leadership opportunities.
- Provides an inside and holistic view.
- Provides a new and reinvigorating outlook on one's own job.
- Provides ideas and skills that can be applied to other parts of a mentor's life.
- Provides an outlet for new ideas and feedback about mentor's current projects.
- Provides a way to meet new colleagues and expand networks.
- Satisfaction of helping someone achieve higher skills and competencies.

PDNASS MENTORSHIP PROGRAM

ROLE OF MENTORS AND MENTEES

The program aims to make the DR SSAs more efficient in handling their works in office environment and help EPFO meet its mission and vision thereby adding value to the governance resolve of deepening social security in the country.

The program is led by OIC of the field office where the probationer is posted on a regular basis. The Probationers will be provided with Mentor of the level of EO/AO/SS/Sr. SSA by the OIC concerned. The mentor interacts with the probationer right from day 1 to end of the induction training program. The questions raised by the probationers during this phase are answered by the mentor.

The relationship matrix is such that both the mentor and mentee become comfortable with each other without compromising the discipline of the cadre.

The mentor and the mentee also share notes with each other and at the end of the program each of them presents an assessment report to PDNASS which uses the inputs to further strengthen the future mentorship program.

ROLE OF ZONAL ACCs

On monthly basis, preferably as a part of Zonal Review the Zonal ACCs shall take stock of the mentorship program progress form each OIC and shall provide overall oversight and guidance. The Zonal ACCs thus shall be responsible for the outcome of this exercise towards meeting the Vision and Mission of EPFO.

MENTORING PROGRAM GUIDELINES FOR SSA PROBATIONERS

GENERAL

- The mentoring arrangement will last for probation period.
- Mentoring contributes to the professional development of the SSA probationers and is endorsed by ZTIs.
- Meetings between mentors and SSA Probationers are considered work time, and should be included in individual work plan.
- Information exchanged within the relationship is considered confidential.

OBLIGATIONS

The commitment of Mentor and Mentee is as follows:

- Commit to the mentoring program for the entire probation period.
- Commit to at least two contacts per month.
- Commit to meeting once a week for the first month.
- Respond to any evaluation of the program.

FOR SSA PROBATIONERS

- Introduce yourself by email to mentor. Feel free to elaborate your strengths and weaknesses and aspirations.
- Think ahead about what you might like to gain from this relationship.
- Value and take advantage of this opportunity.
- The SSA Probationers must also keep track of the activities completed during mentorship.

GUIDELINES FOR MENTORS

General

- Recognize that a request from a mentee for a mentor may come at any time.
- Interaction between the Mentee and the Mentor should be a regular business; however, this may vary based upon the needs of both parties involved.
- Mentoring contributes to the professional development of the SSA probationers.
- Information exchanged within the relationship is considered confidential.

Obligations

The commitment for the mentor is as follows:

- Commit to mentoring for probation period.
- Commit to one contact per month.
- Commit to meeting once a week for the first month.
- Respond to an evaluation of the program.

6.MENTOR/SSA PROBATIONERS EVALUATION FORM

The PDNASS wants to continue to improve the mentorship program. We request you to complete and return the following evaluation form post completion of the probation. Once completed, please email it local course coordinator and local course coordinator to compile it and sent it to course director.

This evaluation is being completed by the: Mentor/Mentee

Evaluation Form
Name:
Program Objectives:
Please check the appropriate answer for each question:
1. In your experience, has the program enhanced the process for professional/career development?
2. Has the program provided career advice or direction to the SSA probationers?
3. Has the program developed the mentor's coaching skills?
4. Has the program provided you with an opportunity to broaden your knowledge and contacts?
5. Overall would you recommend the mentorship program?
6. Goals and Expectations
7. What expectations did you have of the mentorship program?
8. Have these expectations been met?
9. Do you have any concerns about the program?

10. What improvements would you suggests to PDNASS?
11. Did this program suit your needs? Yes/   No
12. What recommendations would you make to improve the mentorship program.