



कर्मचारी भविष्य निधि संगठन  
Employees Provident Fund Organisation  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)



(MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA)

मुख्य कार्यालय/Head Office

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Website: [www.epfindia.gov.in](http://www.epfindia.gov.in), [www.epfindia.nic.in](http://www.epfindia.nic.in)

No. RRC/RecoveryManualModule/2024 | 3593

Date :18.07.2024

To

18 JUL 2024

All Addl. CPFC/ ACC (HQ) (Zones)  
The Director (PDNASS)  
All ACC/RPFC-I (ZTIs)  
All RPFCs/OIC in- charge of ROs/DOs

**Subject: Availability of Recovery Manual Training Module on iGOT Karmayogi Platform for public consumption-reg**

Madam/Sir,

With reference to above, it is informed that the Employees' Provident Fund Organisation (EPFO) has published the EPFO Recovery Manual on the iGOT Karmayogi platform. iGOT Karmayogi (Integrated Government Online Training) is an integrated online training platform under the Karmayogi Bharat initiative. Karmayogi Bharat is a comprehensive program launched by the Government of India aimed at enhancing the capacity building of government employees to improve public service delivery. The platform offers a wide range of training modules to foster a culture of continuous learning and professional development. This initiative is part of our continuous efforts to enhance the professional capabilities of EPFO's Officers and officials and ensure uniformity and efficiency in EPFO's recovery processes.

The EPFO Recovery Manual provides comprehensive guidelines and best practices for the effective recovery of dues. This manual is an essential resource designed to enhance our recovery processes and ensure compliance with the latest protocols and procedures. It is a vital tool for all field offices to ensure uniformity and efficiency in operations.

**Objectives of the Recovery Manual Training Module:**

1. **Standardization of Procedures:** The manual provides detailed guidelines to standardize recovery procedures across all field offices, ensuring consistency and efficiency in our operations.
2. **Enhanced Compliance:** By following the manual, we can ensure that all recovery actions comply with legal and regulatory requirements, minimizing the risk of errors and legal challenges.
3. **Capacity Building:** The manual serves as a training tool to build the capacity of our staff, equipping them with the knowledge and skills needed to effectively manage recovery processes.
4. **Improved Efficiency:** With clear procedures and best practices outlined in the manual, our recovery efforts can be streamlined, leading to quicker and more effective resolution of outstanding dues.
5. **Resource Optimization:** By providing a comprehensive reference, the manual helps in optimizing the use of available resources, reducing redundancy, and avoiding unnecessary delays.

6. **Stakeholder Confidence:** Adherence to the manual will enhance the confidence of our stakeholders, including employers and employees, in our ability to manage and recover dues effectively.

All concerned in the field offices are advised to log on to iGOT Karmayogi platform and use the module for purpose of training. Recovery Manual training module has been developed with the objective of facilitating the task of recovery in EPFO by updating knowledge and improving understanding of the recovery process. The following actions are expected from the field offices:

1. **Access the Manual:** Please log in to the iGOT Karmayogi platform using your credentials to access the EPFO Recovery Manual.
2. **Review and Implement:** Thoroughly review the manual and implement the guidelines in your respective field offices.
3. **Training and Dissemination:** Ensure that all relevant staff members are informed about the availability of the manual and are trained in its use.

Accordingly, the training module can be availed by accessing the link stated below: [https://portal.igotkarmayogi.gov.in/viewer/html/do\\_1140873977925877761105?primaryCategory=Learning%20Resource&collectionId=do\\_1140873947952824321104&collectionType=Course&batchId=0140936563393822724&courseName=EPFO%20-%20Recovery%20Manual](https://portal.igotkarmayogi.gov.in/viewer/html/do_1140873977925877761105?primaryCategory=Learning%20Resource&collectionId=do_1140873947952824321104&collectionType=Course&batchId=0140936563393822724&courseName=EPFO%20-%20Recovery%20Manual) , alternatively, the recovery manual training module can also be accessed after logging into iGOT Karmayogi and searching for key words like "EPFO", "RECOVERY", "RECOVERY MANUAL" in the search bar menu provided on iGOT Karmayogi home page.

It is requested to disseminate this circular amongst all the concerned officers/officials in the Field Offices to ensure maximum participation and optimum utilization of this training module in order to bring uniformity, transparency and efficacy in the process of recovery. An Action Taken Report regarding compliance of above instruction may be submitted through respective Zonal Offices.

(This issues with the approval of Competent Authority)

Yours faithfully,

  
(Ajeet Kumar)  
Addl. Central P.F. Commissioner(Recovery)