



कर्मचारी भविष्य निधि संगठन
नेशनल डाटा सेंटर
(श्रम मंत्रालय, भारत सरकार)
Employees' Provident Fund Organisation
National Data Center
(Ministry of Labour, Government of India)

छठी मंजिल, एनबीसीसी टावर, 15, भीकाएजी कामा प्लेस, नई दिल्ली-110066
6th Floor, NBCC Tower, 15, Bhikaji Cama Place, New Delhi-110066

संख्या

No. : ACC (IS) Tour Report / M & B /

दिनांक :

Dated :

To,

All Participants of the Workshop

Sub: Minutes of the Meeting of the two day Workshop held on 23rd and 24th November, 2009 at Conference Hall, Head Office-regarding.

Sir,


Please refer to the subject cited above.

This is to inform that a two day workshop was conducted at the Head Office by inviting some officers of Employees' P F Organisation to discuss ways to improve the services through the use of the Information Technology and also to discuss ways to speed up the performance of the new application software. Suggestions on the improvement of the application software were also discussed.

Minutes of the said Workshop are enclosed for information.


Encl: as above.

Yours faithfully,


(B K PANDA)
ACC (IS)

Copy to :

1. PS to CPFC *HRM, Pension, CSD, Combl. (IS)*
2. PS to CVO/FA & CAO/All ACCs at Head Office/CE/Director NATRSS
3. Director Recovery/Director Audit, Head Office
4. RPFC I, AP (Hyderabad)/Gujrat (Ahmedabad)/Punjab (Ludhiana)
5. RPFC II, NDC for upload on the EPFO website.

01/c

21/11/09

MINUTES OF THE WORKSHOP HELD ON 23.11.2009 and 24.11.2009 AT THE
CONFERENCE HALL, EPFO HEAD OFFICE, NEW DELHI UNDER THE
CHAIRMANSHIP OF ACC (IS)

PRESENT

1. SRI B K PANDA, ACC (IS)
2. SRI CNDRAMAULI CHAKRABORTY, RPFC I
3. SRI GAUTAM DIXIT, RPFC II
4. SRI ABHAY RANJAN, RPFC II
5. SRI SANJAY KUMAR, RPFC II
6. SRI P RAJASHEKHAR REDDY, RPFC II
7. SRI SUNIL KUMAR SUMAN, RPFC II
8. SRI NAVENDU RAI, RPFC II
9. SRI SHYAM VEER TONK, RPFC II
10. SRI UTTAM PRAKASH, RPFC II
11. SRI SANJAY KESARI, RPFC II
12. SRI PARITOSH KUMAR, APFC

The workshop started with an address by Sri Uttam Prakash, RPFC II, Project who told about the purpose of the workshop, informing that it was called to discuss new ideas for improvement of the services in view of the Computerisation Project and that it was basically a brain storming session to come out with suggestions on improving services and discuss their implementation strategy.

Sri B K Panda, ACC (IS) then welcomed the participants requesting them to come out openly with their suggestions. He also informed that a presentation by the ICICI team was also arranged on payment gateway through website.

Sri Chandramauli Chakraborty, RPFC I informed all the members about the rules of the workshop stating that all ideas were welcome and the requested participants to try to suggest solutions on the problems that come up for discussion instead of criticizing any idea.

A presentation was made by them. They showed how a payment gateway was being planned for the ESIC and that the gateway will have all options namely payment through credit/debit card, net banking and through challan. Such gateway if provided through the official website of EPFO will provide the willing employers with an option to pay their dues online. It was decided that M/s ICICI should prepare a demo with EPFO requirements in mind so that it may be presented before the senior officers of the Organisation.

After the ICICI team left, Sri S K Suman, RPFC II, Project informed all the participants about the status of the Project and the future roll out plan. Sri Rajasekhar Reddy, RPFC II from Hyderabad informed that the Project was running smoothly at Hyderabad and approximately 1500 claims were being settled per day. The achievement of the Hyderabad office was applauded by all and it was decided to upload a news item on the performance of Hyderabad Office on the EPFO website.

Sri Sanjay Kesari, RPFC II then informed the participants that the services under the new system can become fast if the data is available. At present the basic data of the members was not available in the system and therefore it was to be entered at the time of claim settlement. To speed up the services it was required to have the data in the system. For the new members it was possible through Form 5 return but for the existing members it was required to be collected. He informed that earlier a file was put up to the Pension and Finance Division for adding some fields in the Form 3A to collect the data. The participants felt that it will be better if till the implementation of the Project in all the offices the format of any Form is not changed as it may bring confusion. The participants felt that after the end of Phase II of the Project the next phase will start and then the form will again change. It was then decided that the earlier tool prepared by Sri Harsh Kaushik, AD IS, RO, Kanpur, for preparation of returns by the employer may be fine tuned as per the requirements of the new software and may be uploaded on the website. The tool will be able to prepare all the returns of the employer and there will be a facility to print the returns and also create a soft copy in the required format for upload. For preparing the annual return for the first time the tool will prepare form 5 returns for all the existing members. It was also decided that Sri Sanjay Kesari will discuss the matter with Sri Harsh and see that the tool is ready at the earliest.

Sri Rajashekhar Reddy stated after the migration of the establishment master in the new system, details of the new coverage were required to be entered through a function. This was the time when full details of the employer/establishment should be collected. So it will be better if online registration of establishment being done by ESIC is allowed by EPFO. In case this is not possible for want of networking, at least on line application by an employer may be permitted. Sri C Chakraborty stated that this aspect may be explored since there will be ftp server for the regular updation of the software web archival files.

It was also decided that all the forms for claims as well as returns should also be made available on the website in editable format. At present the forms are available and a user has to print it and then fill up for submission. If a editable form is made available with minimum necessary validations, then the return cases will come down as chances of error will not be there.

Sri Rajsekhar Reddy stated that in the form for entry of the employer/establishment details there was only one field for phone number and that it should allow multiple phone numbers. The matter was to be forwarded to NIC for adding this feature in the software. The NIC was expected to take up the suggestions on the improvement of the software after it is stable.

Sri Reddy also enquired if the new system was able to connect to a kiosk so that members can themselves enquire about their claim status. It was informed that such report was being considered.

Sri Abhay Ranjan then wanted to know whether features such as IVRS and SMS to members' mobile regarding their claim status was possible in the new system.

It was intimated that though it was not developed at present, but these functions were possible and they can be developed once the software is stable.

Sri Sanjay Kumar raised the issue of payment of pension through Core Banking. He informed that this was implemented in Jabalpur and he was trying to get it done at Amritsar. If the pension is disbursed through core banking, the crediting of pension in pensioner's account will be possible on 1st or 2nd of the month and will reduce many grievances. The work involves replacement of the existing bank account number with the core banking account number of the pensioner. It is expected that the banks will also cooperate since their task becomes easy. Sri Sanjay Kumar also submitted some documents on the issue. It was decided that a letter in this regard may be issued to all the offices so that the new core bank accounts are entered in all cases of pension so that the credit of pension in their accounts may become fast.

Sri Shyam Veer Tonk, RPFC II submitted a paper with some suggestions on the application software. It was decided to take up the matter with the NIC for further improvement of the software. The issues raised by Sri Tonk are listed below:

- a. Auto pop up of reissue/Transfer in cases in concerned Task login.
- b. Search Engine
- c. Export and import modules in software
- d. 3A for the year 1997-96 from legacy software
- e. Display of summary of pending in user screen
- f. Printing of ID no. date and task no
- g. Year wise flow of member balances
- h. Sending of Scheme certificate to other office for verification
- i. Information on previous employment to be reflected in form 5A
- j. Big establishments having numerous branches to be issued single code number
- k. For speedy disposal of claims use of NEFT/RTGS/ECS/Core banking and informing members through SMS
- l. IVRS

Sri Navendu Rai, RPFC II stated that a tool was developed at his office to audit the Form 24 and it will help in updation of the accounts. However at this stage a team from Union Bank of India arrived for a presentation on the payment gateway.

The team from Union Bank of India gave a presentation on their payment gateway. They informed that they have two options. One is the payment gateway and the other is an option through their website where an employer can chose an agency to which he has to make the payment. This is like a bill pay facility. It was decided that the team will meet Mr Uttam Prakash and Sanjay Kesari and collect relevant information so as to prepare a presentation with EPFO requirements in mind so that the same may be presented before the senior officers of the Organisation.

The Agenda for the Day two meeting was fixed as follows:

1. Issues related to website
2. Requirements of the International Workers Unit: to be raised by Sri Abhay Ranjan.
3. Presentation by Sri Navendu Rai on form 24 Audit.
4. Discussions on Masters.
5. Other issues and suggestions from participants.

Meeting on Day two, 24.11.2009

FOLLOWING OFFICERS WERE PRESENT

1. SRI B K PANDA, ACC (IS)
2. SRI CNDRAMAU LI CHAKRABORTY, RPFC I
3. SRI GAUTAM DIXIT, RPFC II
4. SRI ABHAY RANJAN, RPFC II
5. SRI SANJAY KUMAR, RPFC II
6. SRI P RAJASHEKHAR REDDY, RPFC II
7. SRI SUNIL KUMAR SUMAN, RPFC II
8. SRI NAVENDU RAI, RPFC II
9. SRI RAVI KANT, RPFC II
10. SRI J P CHOUHAN, RPFC II
11. SRI SHYAM VEER TONK, RPFC II
12. SRI UTTAM PRAKASH, RPFC II
13. SRI SANJAY KESARI, RPFC II
14. SRI PARITOSH KUMAR, APFC

The Minutes of the meeting dated 23.11.2009 was read out and approved by all the participants.

Sri Sanjay Kumar suggested that since payment through core banking has been allowed, if a list of bank account numbers of Accounts maintained at Link Branch is uploaded for all the offices, the transfer amount of PF may be sent through core banking. It was decided to request the Banking Division under the FA & CAO to provide with the list.

The requirements for the EPFO website were then discussed. Sri Sanjay Kesari informed about the actions being taken for updating the website. He informed that the EPFO directory was being updated within two to three days of receipt of information from any field office. He also told that EPF Scheme in soft form was obtained and it was to be uploaded soon. Also last approved Annual Report for year 2007-08 was now available and was about to be uploaded. The Forms available on the website have been corrected and wherever available, bilingual forms have been uploaded. Further the data available on the website was also being updated and this was expected to be over in another two weeks.

Sri Abhay Ranjan, RPFC II intimated about the new developments for the International Workers Unit and that EPFO was Liaison Agency for the international

workers who were employees of covered establishments. EPFO was also the nodal agency for the employees working for such Organisation which are not covered under EPF. Thus for example if an employee of a nationalized Bank also goes to any country with which there is an agreement, EPFO will be the nodal agency for issuing the Detachment Certificate.

Sri Ranjan listed the requirements of the IWU through the system and the website. They are listed below:

1. Standardisation of Office code. It was informed that in the new software the office codes were standardized.
2. The IWU was required to issue Detachment Certificates to members going to foreign countries for job. In such cases the serial number of the certificate in alpha numeric form should contain source, destination country, office code and the serial number and therefore sufficient length should be there. It was told that this issue can be discussed with the developer of the software.
3. There should be a report function to prompt the expiry of the certificate, and again after the extended period expired. He told that for Belgium, the period was 60 months and 12 months (extension). For Germany it was 48 and 12 months respectively.
4. He requested for a report on the Return and Rejection cases at the Head Office Level.
5. Since EPFO was nodal office for the employees of establishments not covered, a separate serial for the Detachment Certificate will be required.
6. Since various countries and offices were involved, the capacity (storage) on the website should be sufficient.
7. There should be provision for International Fund Transfer. It was felt that this issue has to be taken up by the Banking Division.
8. He requested that a provision be made to flag a member as international worker in the Form 5/9 maintained in the system.
9. He requested for online information at the IWU, Head Office on the applications received at the local offices and that facility should be there to send Detachment Certificate online to the local offices. There should be a facility for system assisted report generation also. It was intimated that a proposal of connectivity of all offices was under consideration and the requirement in this item will require connectivity.
10. There should be system assisted facility for backup of all the data.

Sri Navendu Rai then told about the software developed in Gujarat for the audit of the Form 24. He informed that the software was capable to give a report regarding the balances and that it will also help in case of backlog in issuance of Annual Accounts. He informed that some more fine tuning was required and when the same was over he would be sending it to the IS Division. This will help the offices which will go live later on.

It was suggested that in future also such Workshops should be conducted. The Minutes should be circulated to all offices and officers of EPFO through the official e-mail IDs and suggestions should be invited. If and good suggestion is received, said officer may be invited in the next workshop so that he/she may present his case. Further after the implementation of the Computerization Project in some EPFO offices, some employer representatives may also be requested to attend the workshop so their expectations on the services through the use of IT may be known and also to take their feedback on the new software. In such case one workshop may also be conducted in any office where the new software has already started.

The workshop ended with the following conclusive suggestions:

1. The tool for preparation of monthly/annual returns by the employers under the erstwhile SISL software requirements, already developed by Sri Harsh Kaushik, AD IS to be developed as per the needs of the present software so that it can be uploaded on the website. Then the field offices may be requested to pursue the big establishments to use the same. (Resource person Sanjay Kesari)
2. Tools to be prepared for upload on the website to provide editable forms which can be filled by the employees. (Resource person Sri Sanjay Kesari)
3. Order to be issued so that the payment of pension can be started through core banking. This will go a long way in reducing grievances of the pensioners. (Resource person Sri Uttam Prakash)
4. Issues related to the improvement of the software to be discussed by the Project Division with the NIC. (Resource person Sri S K Suman)
5. Suggestions discussed during this meeting to be kept in mind while fine tuning of the Report Functions. (Resource person Sri Ravi Kant and Sri Sanjay Kesari)
6. Some of the suggestions require decision by different Division in the Head Office. Such cases to be forwarded to the said Divisions with proper details. (Project Division)
7. The proposals on the payment gateway to be presented by the Agencies before the Senior Officers and a proposal with full details to be sent to the Finance Division for examining the same.

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