

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 FUNDS ORGANISATION
(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)

30-31, संस्थागत क्षेत्र, जनकपुरी, नई दिल्ली - 110058

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To

**All Officers of EPFO
Head Office/Zonal Office's/Regional Office's**

Subject: ISSA Webinar: Evolving the social security workforce to a digital environment - reg.

Madam/Sir,

ISSA is organising a webinar in collaboration with the Technical Commission on Organization, Management and Innovation on the subject cited above which will focus on Social security is benefiting from the use of recent advances in technologies. The Internet of Things, Artificial Intelligence and machine learning, Big Data and Blockchain are making social security institutions faster and more agile in delivering benefits and services.

2. The experience of the pandemic provides compelling evidence that with the support of forward looking leadership, the social security workforce working side by side with digital technologies is unleashing a new source of resilience in social security administration.

3. This is the second webinar on a topic that is high on the agenda of social security administrators. By its very nature, adapting the workforce to a new work environment takes time and can be particularly challenging. Nonetheless, the exigencies of the pandemic and the risks of similar events in the future seem to suggest that the human-and-digital transition is nothing short of imperative and inevitable.

4. The webinar will share the experience of social security institutions that began the human-and-digital journey before the pandemic happened. It will be interesting to find out how the journey is coming along, the achievements that have been realized, the difficulties encountered, the strategies to resolve these, and how the pandemic has affected their operations. The webinar also aims to discuss the insights gained from the pandemic experience and the possible next steps to ensure the institution would continue to have the workforce and the appropriate technologies it needs moving forward into the future.

The details are as under:

Tuesday, 1 December 2020, 09:00–10:30 (UTC/GMT+1 or CET)

Language: English

Speakers:



Nurhisham Hussein, Senior Assistant Deputy Minister, Employment and Social Development Canada (ESDC), Canada



Nina Nissilä, Director, Social Insurance Institution (KELA), Finland

The webinar will examine the following questions:

- ✓ How have recent technological innovations affected the institution's performance, business processes and workforce?
- ✓ What are the strategies to transition the workforce into a human-and-digital workplace? Is culture change a necessary part of the transition?
- ✓ Based on the pandemic experience, in what ways do the institution's human-and-digital capacities make it more agile, flexible and resilient?
- ✓ What strategies will ensure that the institution has the workforce that it needs as it moves into the future?

Agenda

- Welcome by Marcelo Abi-Ramia Caetano, ISSA Secretary General
- Case experience of EPF, Malaysia
- Case experience of KELA, Finland
- Q&A – Discussion
- Conclusions

Moderated by Maribel D. Ortiz, Senior Technical Specialist in Social Security, ISSA

The webinar is open to delegates of ISSA member organizations and invited institutions without registration fees.

URL:- <https://ww1.issa.int/webinar-2020-12-01>

Officers of EPFO are encouraged to register and take advantage of this webinar at no cost. The webinar offers promising takeaways in terms of the role of evolving the social security workforce to a digital environment. Interested officers may register for this webinar at the URL mentioned above.

(This issues with the approval of Competent Authority)

Yours faithfully,

(Shyam V. Tonk)
Regional P.F. Commissioner-I (Training)