



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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Dated: 09.04.2021

To

All Officers of EPFO

Head Office/Zonal Office's/Regional Office's

Subject: ISSA Webinar: Digital inclusion – The skills challenge and good practice solutions - reg.

Madam/Sir,

This ISSA Webinar on digital inclusion, the third of a series of webinars on various aspects of this major challenge related to the ISSA's four triennial topical priorities. This webinar will address the skills and capacities needed to increase the use of digital services and foster digital inclusion. It will outline the global state of play of existing skills challenges and present innovative solutions.

2. Social security institutions are globally going digital, even more so during the COVID-19 pandemic. Digital technologies fundamentally change how people engage and interact with administrations, making it easier for people to access key information, fulfil their legal obligations in a timely manner, and obtain e-services and benefits in rapidly evolving societies.



3. Yet such benefits come with new challenges, raising concerns around the skills required to access the rapidly evolving and increasing number of digital social security services. Addressing this requires strategies to ensure that digital transformation works for all, by supporting organizations and colleagues to adapt the way we work and provide services.

The details are as under:

Wednesday, 14 April 2021, 14:00–15:30 (UTC/GMT +2 or CEST)

Languages: Simultaneous interpretation in English, French and Spanish

Speakers:

	Morten Meyerhoff Nielsen EGOV Adviser, Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), United Nations University		Päivi Nyberg Specialist, Customer Relations Development Unit, Social Security Institution (KELA), Finland
	Mohammed Réda Benamar Director of Studies, Communication and Development, National Social Security Fund (CNSS), Morocco		

This webinar will examine the following questions:

- How do we ensure that customers have the skills to use the digital services they are offered/have access to?
- How to promote customers' understanding of the online transactions and the implication on their rights and responsibilities?
- How to ensure that social security institutions have the internal skills and appropriate knowledge to design, elaborate and update e-services and IT systems timely?
- How can organisations adopt and adapt to new ways of working, internally and externally/with customers?
- How is COVID-19 influencing the challenges and responses?

Agenda:

- ✓ Welcome by Marcelo Abi-Ramia Caetano, ISSA Secretary General
- ✓ Introductory keynote speech by Morten Meyerhoff Nielsen, United Nations University
- ✓ Case experience from KELA, Finland
- ✓ Case experience from CNSS, Morocco
- ✓ Q&A – Discussion
- ✓ Conclusions



Moderated by Raúl Ruggia-Frick, Head of Centre for Excellence Knowledge, ISSA

URL:- <https://ww1.issa.int/events/webinar-2021-04-14>

Officers of EPFO are encouraged to register and take advantage of this webinar at no cost. This ISSA Webinar gives an opportunity for social security institutions to shape a digital future that maximises opportunities while fostering social inclusion in all societies. Interested officers may register for this webinar at the URL mentioned above.

(This issues with the approval of Competent Authority)

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Shyam V. Tonk', with a stylized flourish at the end.

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