

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, इंस्टीट्यूशनल एरिया, जनकपुरी, नई दिल्ली 110 058

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No: 13/27/2017-18/PDNASS/TNA/408

Date:

10 MAY 2018

To

The Additional CPFCs

All Zonal Offices

EPFO

Subject: Improving interpersonal skills of field officers for effective Customer Relationship – Regarding.

Sir,

The Employees Provident Fund Organisation has taken a number of steps in e-governance to provide best services to its stakeholders in general and the EPF members in particular. It has also been stressed, time and again that redressal of public grievances should be given top priority and the interaction with EPF members should be very courteous and cordial. In spite of these steps taken by Employees Provident Fund Organisation, serious concerns have been conveyed to EPFO regarding the experience of EPF members while interacting with EPFO.

2. In view of above, it has been decided that the field officers should be given special training session on Customer Relationship Management. In this regard, a short course design has been prepared by PDNASS for EPF officers. The Zonal offices should conduct training sessions in respect of officers under their respective jurisdiction as per the enclosed course design. These training sessions may be conducted alongwith O&M meeting or any other official meeting held at Zonal Offices. The faculties/experts may be drawn locally and may be paid Honorarium as per Rules applicable for PDNASS (copy enclosed). Similarly, the RPFCs-I should be instructed to conduct similar training for the rest of the officers posted in their respective offices. Further, the subordinate staff, particularly those engaged with public dealing, may be sensitized appropriately.

An action taken report may be sent to the undersigned within a month.

Enclosure: as above

Yours sincerely,


(Dr. V.P. Joy)

Central P.F. Commissioner & Dean, PDNASS

Topics for Training on Customer Relationship Management

(Course Schedule)

Training session –I

- **Communication**
 - Listening. Being a good listener is one of the best ways to be a good communicator
 - Non-verbal Communication
 - Clarity and Concision
 - Friendliness
 - Confidence
 - Empathy
 - Open-Mindedness
 - Respect

- **Presentation Skills**
 - Show your Passion and Connect with your customers
 - Focus on your customer's needs
 - Keep it Simple: Concentrate on your Core Message
 - Smile and Make Eye Contact with your customers
 - Start Strongly

- **Handling Complaints/ aggressive customer calls**
 - Do's and Don'ts
 - Listening carefully
 - Sincere appearance
 - Patience/Apologize
 - Building confidence/trust
 - Commitment/Follow-up action

- **Anticipating Customer expectations**
 - Knowing common grievances
 - Look for the problem to solve, not to linger on
 - Remember that the problem you solve is always the most important thing
 - Pay attention and mine the future demand from the next needs of customers
 - Give customers an easy way to share their doubts and solve their doubts

Training session –II

- **Office Etiquettes**
 - Action speaks louder than words
 - Advice when most needed is least heeded

- **E-mail Etiquettes**
 - Do's and Don'ts

- **Telephone Etiquettes**
 - Do's and Don'ts

- **Tips of creating good image**
 - Ambience in PRO/Receipt counters
 - Basic facilities/Amenities
 - Display of important telephone numbers/officers name
 - Self-help Kiosk/ May I Help You counters
 - Cleanliness
 - Educated Staff with pleasant personality

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No. Adm./13 (1)/2010/PDUNASS/ 633 + 643

Dated: 01 MAY 2017

To

The Regional P.F. Commissioner -I
All Zonal Training Institutes
(NZ/SZ/WZ/EZ/Sub ZTI, Shillong)

Sub: Revision of rates of honorarium to be paid to the Guest Faculties at PDUNASS & ZTIs -reg.

Sir,

This is to inform you that the revised rates of Honorarium have been approved by EC, CBT in its 88th meeting held on 27.03.2017 as per the details given below. The agenda item and the minutes are available on the EPF website.

Revised Rates for PDUNASS

S.No.	Category of Faculty	Existing Rates (per session)	Revised Rates (per session)
1.	Serving officers	Rs. 500/-	Rs. 1000/-
2.	Experts/Non Serving	Rs. 1000/-	Rs. 2000/-
3.	Eminent persons	Upto Rs. 4000/-	Upto Rs. 8000/-

Revised rates for All ZTIs

S.No.	Category of Faculty	Existing Rates (per session)	Revised Rates (per session)
1.	Serving Govt. Employees	Rs. 500/-	Rs. 750/-
2.	Retired Govt. Employees	Rs. 1000/-	Rs. 1500/-

The payment of Honorarium may accordingly be made to the Guest faculties.

(This issues with the approval of Director, PDUNASS)

Yours Faithfully,


(Rakesh Sahrawat)
RPFC -I

Copy to:

1. PS to Director
2. All Officers, PDUNASS
3. Section Officers (Admn-I & II)
4. Pre Audit Cell
5. All Training Assistants/DPAs/Lib. & Inf. Assistant
6. Hindi Cell