



PDUNASS Champions "Member-First" Vision: National Workshop Focuses on Pensioner Dignity, CITES Project, and Social Security Code

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The Pandit Deendayal Upadhyaya National Academy of Social Security (PDUNASS) convened a strategic National Workshop today, signaling a decisive shift in social security administration towards a "Member-First" approach. The session focused on recalibrating operational frameworks to prioritize the dignity and convenience of pensioners while ensuring institutional readiness for the CITES Project and the Code on Social Security.



Delivering the keynote address virtually, Shri Ramesh Krishnamurthy, Central Provident Fund Commissioner (CPFC), articulated a vision where digital transformation serves as the backbone of a compassionate social security net.

"Our transformation must be driven by an institutionally aligned and strictly member-focused approach. For our pensioners, timely service is not just a metric, it is a matter of dignity," Shri Krishnamurthy stated.

He emphasized that modernizing processes is essential to meeting the expectations of a rapidly expanding subscriber base. He stressed that reliability and accountability are non-negotiable, particularly when handling sensitive matters such as pension.



The workshop placed special emphasis on the pensioner's experience. Shri Chandramauli Chakraborty (ACC-HQ), Smt. Aprajita Jaggi (ACC), and Shri S. K. Gupta (RPFC-I) addressed the participants on behalf of the Pension Division. They outlined measures to:

- Streamline pension processing to reduce waiting time.
- Standardize procedures across all zones to ensure uniform service quality.
- Enhance the overall experience for senior citizens, ensuring that pension cases are handled with clarity and speed.

Shri Salil Shankar (ACC, IS Division) presented the blueprint for the CITES Project, highlighting it as a critical tool for "Ease of Living." The project is designed to enhance digital capabilities, enabling faster claim settlements and greater transparency.

Additionally, Shri P. B. Verma (ACC, Compliance, Recovery & Legal) discussed initiatives to strengthen compliance frameworks while maintaining ease of doing business during the transition to the Code on Social Security.

In his welcome address, Shri Kumar Rohit, Director, PDUNASS, emphasized that the organization's capacity-building efforts are now centered on "responsive governance." He highlighted that aligning with the Code on Social Security is vital for extending robust protection to workers and pensioners alike.

The event was seamlessly executed under the supervision of Course Director Shri Harish Yadav, RPFC-I. His meticulous coordination ensured a structured and productive environment for officers to share field-level experiences and innovative approaches to service delivery.

The workshop concluded with a collective resolve to uphold EPFO's commitment to its members. Participants pledged to leverage digital initiatives not just for efficiency, but to provide a reliable, accessible, and caring social security net for millions of pensioners across the nation.



About PDUNASS

The Pandit Deendayal Upadhyaya National Academy of Social Security (PDUNASS) is the apex training and research institute of the Employees' Provident Fund Organisation (EPFO). Dedicated to capacity building and professional development, the Academy plays a critical role in shaping a responsive, knowledgeable, and empathetic workforce capable of delivering high-quality social security services to millions of stakeholders across India.

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