



कर्मचारी भविष्य निधि संगठन

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

EMPLOYEES' PROVIDENT FUND ORGANISATION

(Ministry of Labour & Employment, Govt. of India)

मुख्य कार्यालय / Head Office

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No.CSD-I/CPGRAMS/PRAGATI-e-Samiksha/2017

Date: 14.06.2017

To

All ACC (Zone),
All RPFC-I's, Regional Offices,
All OIC's, SROs

Subject: Strategy for Quick and Quality Redressal of Public Grievances in CPGRAMS Portal within 15 days – regarding.

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Sir,

Public grievances in respect of all government departments are being monitored by the Hon'ble Prime Minister of India through PRAGATI meeting held every month through videoconferencing with the secretaries of the concerned ministries/departments. The PRAGATI e-Samiksha portal is also covering grievances related to EPFO. The Hon'ble Prime Minister has desired that all possible efforts should be made for speedy and quality disposal of public grievances.

2. The Department of Public Grievances (DPG) is also reviewing grievances earlier settled on CPGRAMS portal and taking up such grievances where inordinate delay has taken place and/or the member is not satisfied with the quality of disposal of grievances by EPFO.

3. With a view to speed up the pace of redressal of grievances on CPGRAMS portal and improve the quality of disposal of such cases, Secretary MOL&E is personally taking meeting with officials from EPFO, ESIC and other organisations under Ministry of Labour and Employment. It has been decided that to ensure final disposal of grievances within 15 days from the date of registration. **All field offices must redress the grievances completely and upload action taken report in the CPGRAMS and EPFiGMS portals in the form of Case report within 3 working days. Thereafter replies of field offices are examined by Head Office and Ministry of Labour to refer back with observations or accept the replies within 15 days from the date of registration**

4. All cases pending at the level of field offices for a period of 16 days and above shall be reviewed by the CPFC. Details of such cases shall be furnished to the CPFC every Monday morning during the review meeting with all senior officers of EPFO and the concerned field offices shall have to provide explanation as to why the cases could not be disposed effectively within 15 days at their level. It must be noted that field offices shall also be answerable for delayed transfer of those grievances which are not pertaining to them. Grievances pertaining to other offices should be transferred on the same day/on next working day.

5. Primarily it is the responsibility of the concerned OIC to ensure that not only all grievances are timely disposed, the quality of reply furnished in respect of each grievance is also to be evaluated before uploading on the CPGRAMS and EPFiGMS portal. All OICs should personally monitor the quality of disposal of grievance and evaluate the same before uploading the same on the CPGRAMS and EPFiGMS portal so that a relevant and comprehensive reply is made

available to the member/complainant. It must be ensured that case reports forwarded to Head Office on the CPGRAMS portal are seen and sent by officials not less than rank of RPFC/APFC and PMO/DPG cases must be approved by the OIC himself/herself.

6. Only in exceptional cases involving compliance/recovery action when final reply is not possible, an interim reply must be uploaded on the CPGRAMS and EPFiGMS portal and efforts should continue to ensure expeditious final disposal to completely resolve the grievance to the satisfaction of the concerned member/complainant. Besides uploading the disposal on the CPGRAMS portal, the member should also be informed by email/phone or by speed post wherever grievances have been received in offline mode.

7. After disposal of each grievance, it is imperative that the feedback of the member/complainant is obtained. The same should be examined to analyse whether individual or systemic lapses have taken place in the entire process of grievance redressed so that corrective measures are taken to ensure that such lapses are not repeated in future.

8. Besides above RPFC/OICs are directed to pay special attention to the immediate redressal of grievances related to new IT enabled initiatives taken for improving Customer Service such as allotment/activation of UAN, on line transfer claim Portal (OTCP), online PF balance, online claim status, online registration of establishment portal (OLRE), SMS service for member who have activated their UAN, new ECR Portal, Employer UAN Portal, Passbook upload facility Portal, etc. if required in consultation with IS Division of Head Office.

9. The Officer-in-charge of RO/SRO should conduct regular and frequent review of the grievance redressal mechanism in their respective offices. ACC (Zones) shall also review the working of the grievance redressal mechanism during review of offices and monitor grievance disposal.

10. All ACCs and RPFCs/OIC are directed to take immediate initiatives/actions for carrying out the systematic reforms in service delivery mechanism, aiming to reduce the number of Public Grievances registered on CPGRAMS/EPFiGMS through improved and effective service delivery to the citizens. Further, the telephone facility for employee grievances should be made fully operational so that grievances are minimised.

11. It is therefore once again reiterated that all grievances received in any office of EPFO should invariably be finally resolved to the satisfaction of the concerned member /complaint within stipulated time limit of 15 days and no grievance should remain pending in CPGRAMS and EPFiGMS for more than 15 days from the date of its registration.

(This issues with the approval of CPFC)

Yours faithfully,


(K.L. Taneja)

Additional Central P.F. Commissioner (HQ) CSD

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