



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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CSD-1/DPG/2011

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Dated:

22 दिसम्बर
DEC 2011

To

All Regional Provident Fund Commissioner
In-charge of the Regions

**Subject:- Redressal of grievances received from Cabinet
Secretariat, Directorate of Public Grievances- regarding.**

Sir,

The grievances from Cabinet Secretariat, DGP are directly sent to Regional Office depending on the grievances description. In some cases the grievance is registered against an office to which it really does not pertain to. There are instructions that any office receives grievances but pertaining to some other office, it shall follow up with the concerned office, obtain a reply and send the same to DGP office. In a number of cases various offices have reacted to the grievances adopting a very narrow approach and simply replying to DGP that "the case does not pertain to their office". A meeting was held in DGP on 21th Dec. 2011 and this approach of field offices indirectly shifting a responsibility to Cabinet Secretariat to directly follow up with the office, is not appreciated.

Hence, fourth you are strictly requested not to dispose off any case with the remark "not pertaining to this office". This issue has to be resolved internally within the organization. Due to inter office disowning cases not pertaining to their offices hundreds of grievances are blocked within EPFO and are pending for even more than a year. Head office is working on this issue and soon such cases will be sorted out office wise and sent to the correct offices.

DPG has also been requested that cases where the identification of redressing offices is not clear such cases may be sent to HQ instead of sending to R.Os

It is therefore decided that

1. No office will return any case pertaining to other office. It shall follow up with the concerned office. In such case after reference is made to the correct office the further responsibility of delay will lie on the office to which reference is made.
2. While uploading replies, the name and designation of the authority approving disposal must be mentioned in the appropriate Colum. Presently simply APFC, RPFCL it is mentioned and it is not possible to identify the officer as such.
3. In many cases even the grievances of settlement by EPF trust have been disowned by field offices saying that the establishment is exempted, forgetting that even after granting exemption the EPFO remains responsible to ensure redressal of grievances of employees of exempted establishment.

You are, therefore, requested to note the above instructions and take care while disposing off cases received from Cabinet Secretariat, DPG , Govt of India.

Yours faithfully,



(Jag Mohan)

Regional Provident Fund Commissioner-I(CSD)