



कर्मचारी भविष्य निधि संगठन

EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour & Employment, Government of India

GRIEVANCE HANDLING MECHANISM AT EPFO

'How EPFO solves grievances of its 6 crore
subscribers, 12 lakh employers and
65 lakh pensioners.'



EPFO has a robust mechanism to handle the grievances of its 6 crore subscribers, 12 lakh employers and 65 lakh pensioners served through its 21 Zonal Offices, 138 Regional Offices and 117 District Offices.

The various modes of registering and resolving grievances are:



Grievance received from:

- 1 6 crore active subscribers and 22 crore account holders of EPFO
- 2 12 lakh Establishments covering both exempted and unexempted establishments
- 3 President's Secretariat
- 4 Prime Minister's Office (PMO)
- 5 Directorate of Public Grievances (DPG)
- 6 Directorate of Administrative Reforms and Public Grievances (DARPG)
- 7 Ministry of Labour and Employment
- 8 National Human Rights Commission (NHRC)
- 9 Social Media (Twitter and Facebook WA)

CPGRAM | Receipt and disposal of Grievances



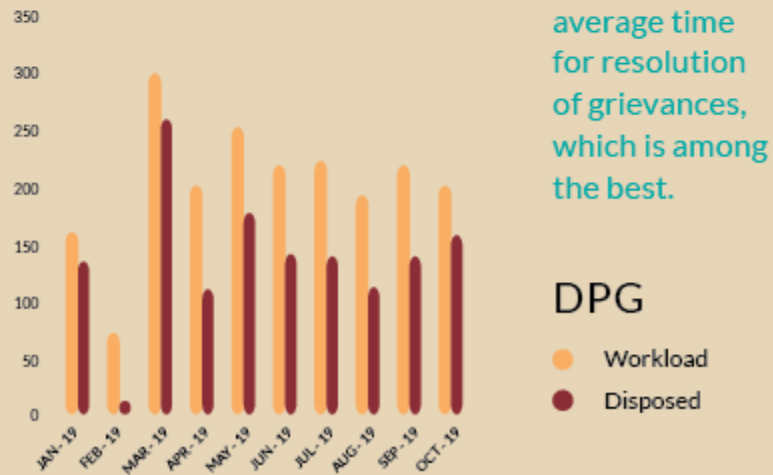
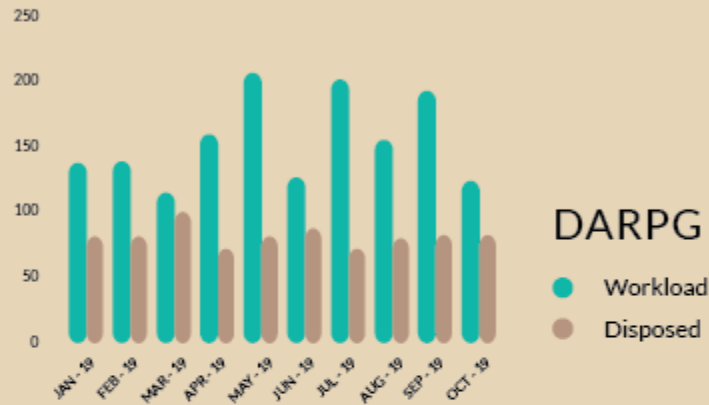
- Average disposal in 9 days
- Average disposal within 30 days

Total Receipts	Total Disposals	%	Total Pending beyond 30 days
46,645	46,447	98	NIL



www.pgportal.gov.in

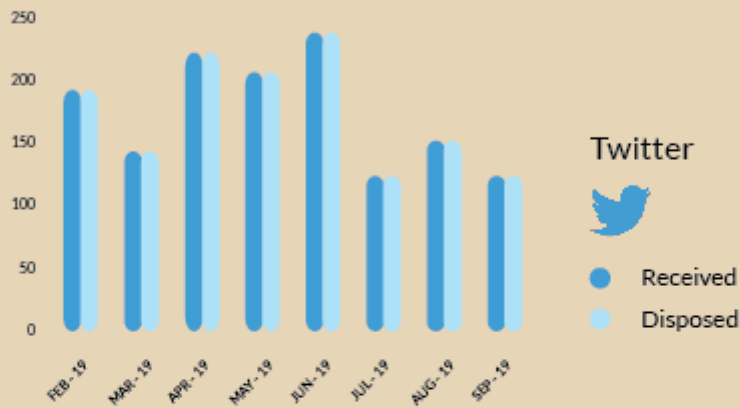
Grievance received and resolved in respect to **DARPG, DPG (CPGRAMS)** for the period from 1.1.2019 to 31.10.2019



70 days is the average time for resolution of grievances, which is among the best.

Social Media

Ministry of Labour and Employment maintains a Twitter handle and Facebook account to interact with stakeholders. Ministry forwards the grievances received in these social media platforms to EPFO for redressal. All such grievances are resolved and replied without any pendency.



A Whatsapp group has been created to bring all the field offices/Zonal offices and Head Office on a single platform to resolve grievances.

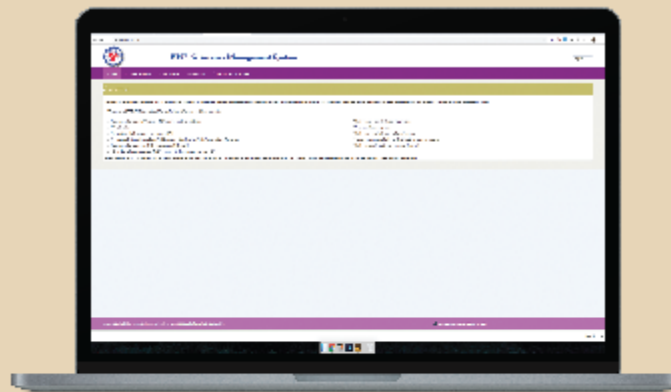
EPFiGMS | EPFO's in-house portal for grievance



- Disposed within 20 days | 92%
- Disposed within 20 - 30 days | 4%
- Disposed within 60 days | 4%

Grievances Received	Disposed within 20 days	Disposed within 20 - 30 days
8,32,430	7,31,983	65,271

With the introduction of EPFiGMS, the number of grievances on CPGRAM have reduced.



www.epfigms.gov.in

Call Centre

24 x 7 All India Help Desk
Number: 1800118005



EPFO Call Centre is operational 24x7 round the year including Saturdays and Sunday since May, 2019. Approximately 1600 calls are received daily in the call centre. Earlier it was running in a single shift from 9.15 am to 5.45 pm.

PRO and Facilitation Centre



Every office in the organisation has a PRO (Public Relation Officer) and a Facilitation Centre. All visitors are received at the facilitation centre and proper guidance/clarifications are given to them about various services/benefits extended by the organisation. Their grievances, if any, are also redressed.

Nidhi Aapke Nikat (NAN)

In an endeavour on the part of the organisation to be more accessible to its different stakeholders including employers, Nidhi Aapke Nikat camps are held at field levels on 10th of every month. This programme is a platform for grievance redressal as it brings all stakeholders on a common platform where feedback is obtained for future improvement in service delivery.

1

NAN brings together employees/employers and pensioners on a common platform.

2

Various new initiatives in the interest of the employees/employers by EPFO are explained during the programme.

3

It encourages both employees and employers to give suggestions and feedback regarding the different issues affecting EPFO