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EMPLOYEES' PROVIDENT FUND ORGANISATION
श्रम एवं रोजगार मंत्रालय, भारत सरकार
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No. HRD-II/19/2023/VERTICALS | 898

Dated: 27 OCT 2023

To,

All Zonal Offices,
All Regional Offices

Subject: Verticalization in offices of EFPO-reg.

Madam/Sir,

With reference to the subject cited above, a proposal for the verticals in respect of Zonal Offices, Regional Offices, Special State Offices & District Offices is enclosed for kind perusal and comments.

(This has the approval of CPFC)

Encl: As above

Yours faithfully,

(S. K. Suman)

Addl. Central P.F. Commissioner (HR)

A Discussion Paper on Verticalization in Offices of EPFO

Work of different Divisions of head office has been divided in different verticals with clearly spelt out roles and responsibilities. This has yielded into more effective output and monitoring. The same is now planned to be extended to Zonal Offices, Regional Offices, SSOs/DOs also. This will define the communication channels from HO to Field Offices and vice versa, and improve the response time in resolution of any matter.

Zonal Office Verticals:

To meet the functional requirement of Zonal Offices, 8 ASOs & 4 SOs posts have been sanctioned in each ZO.

Considering the HO Verticals, RO Verticals and specific work assigned to ZOs, 10 Verticals have been prescribed in each Zonal Office as detailed below:

Zonal Office Verticals		
Vertical	Name	Details
I	HRM-I	HRM/HRD- Gr A, B & C HR Soft Portal
II	HRM-II	ASD & Estate Monitoring PFD EXAM PID Despatch/Diary RTI
III	Finance, Accounts, IFD & AUDIT	Finance, IFD, Accounts PAC AUDIT-IAP AUDIT-CAG Audit- Concurrent ZFRMC, Over Payment
IV	PENSION	PENSION- General Pension- Higher wages DLC, BRS Monitoring, Accidental & Due Basis Settlements

V	CSD& PUBLICITY	CSD-GRIEVANCES-EPPFIGMS, CPGRAMS, PG PORTAL, HR-SOFT, WHATS APP & OTHERS INCLUDING EMAIL, PHYSICAL RECEIPT
		PUBLICITY- TWITTER, FACEBOOK, YOUTUBE CHANNELS
		NAN 2.0
VI	COMPLIANCE & Exemption	COMPLIANCE- Monitoring & Review of Inspection Reports, Inquiries, Assessment, Current Arrears, E proceedings portal, MIS Portal
		Monitoring of Periodic Compliance Audit of Exempted Establishments, monthly/quarterly/annual Return filing, etc.
VII	COORDINATION & CONFERENCE, MIS, Monitoring	Daily report generation on claim & other pendencies of Zone for Monitoring Purpose,
		COORDINATION & CONFERENCE, Regional Committee Meetings, IW, COC
VIII	CAIU & IS	CAIU Inspections: Assignment, monitoring, SSP, CAIU Portal
		Monitoring Default & Default Management
		Periodical Audit of Exempted Est.
		Change in Exemption status
		Compliance & Return filing monitoring of Exempted Establishments
		IS Division Related Matters
IX	VIGILANCE	VCC INCLUDING LOCAL & AVS, VCIT Portal
		Initiating, Conducting & Monitoring of Disciplinary Proceedings
		Maintaining IO/PO Records
X	Recovery, Legal & IBC	Legal- All legal matters and related portals
		RECOVERY- Arrear demand proceedings Review, related MIS portal, IBC related work/monitoring

Out of the 10 Verticals of ZO, two will have SO as supervisory role, others will be manned by ASO/SO, and will be reporting to concerned RPFC-Is/OIC, directly. The Zonal Offices will have further support of Zonal Accounts Coordination Unit, Zonal Analytics & Intelligence Unit & Zonal Monitoring and outreach Units as the same will be at the disposal of Zonal Offices.

Regional Offices Verticals:

Regional Offices are the functionally complete core units of the organisation, delivering all services to members/employer and executing the work related to enforcement of the EPF & MP Act, 1952. These units delivering the services to stakeholders are required to be more organised and efficient to fulfil the duties within the prescribed time limits as per citizen charter and as per provisions of Act/schemes.

From the time of finalisation of sanctioned strength in last CR, workload in different offices has increased at varying pace. This has created anomaly of different workload at each office and requires to be tackled in innovative manner.

The verticalization of Regional Offices is enclosed herewith and the same is subject to be slight variation at local levels as per the specific requirement of over/less staff in any specific vertical.

The verticalization has been made taking into consideration the total workload of total membership of each office and all working establishments (including Contributory and non-contributory, both for Accounts and Compliance work areas). It is based on the total sanctioned strength. How the vacancies shall be distributed, will be prescribed separately. Also, the current workload has been taken into consideration to assign staff in different verticals. Due importance has been given to all the work areas of any RO.

The work areas indicated in 'Criteria/Description' column are indicative only, and will include all work areas incidental there to and connected therewith.

Category	VERTICALS	Total SSAs	Total SS	Total AO/EO
Accounts (3+1)	Member Services-N	3100	1240	620
	Pensioner Service	750	200	150
	Pensioner Service - Higher Pension	200	50	50
	Cash Service	600	150	150
	Zonal Accounts Coordination Unit	42	21	
	Sub Total	4692	1661	970
Compliance (4+1)	Default Management & Current Recovery Group	2361	396	198
	Arrear Recovery	600	200	200
	Intelligence & Enforcement	300		709

	Legal, IBC, and Proceedings & DR wing	950	200	200
	Exemption	100	50	
	Zonal Analytics & Intelligence Unit	168		21
	Sub Total	4479	846	1328
Others (5)	HR Admin	400	50	150
	General Admin	400	50	150
	CSD & Publicity	1800	50	200
	Audit (including Concurrent & Statutory)	400	50	150
	Monitoring, data, MIS, IS, Coordination & others	300		150
	Zonal Monitoring and outreach Unit	84		
	Sub total	3384	200	800
Total (12+2)		12555	2707	3098

Criteria for deployment of staff in different verticals:

Accounts (3+1):

Member Services-N: Each Vertical will have (N) Member Services Groups. N will be denoted through Roman Numeral I, II, ...N. Each Group will have one AO, two SS, 5 SSA. A group will be constituted on 6500 to 7500 establishments (including both contributory and non-contributory). Provided that a District boundary/ PIN Code wise Geographical contiguity is maintained while forming the Groups. An establishment will be completely assigned to one SS, and will not be divided, normally. A establishment will be completely assigned to a SS, and will not be divided normally. Group will then be divided into establishments to the SSAs. However, If establishments are large then it will be divided among SSAs on the basis of memberships such that the SSA workload varies from 75k to 125k total members (contributory+ non-contributory). The Establishment may be divided among the SSAs for managing the Member Services and Claims. it is presumed that rejection will be equally divided amongst AO & APFCs. Wherever large no of exempted establishments related pensioners are there, a separate group will be created for IDS preparation in respect of these exempted establishments. While this group will undertake the normal claim work, it will also serve transaction less accounts and its necessary cleaning as per RBI/HO guidelines.

Pensioner Service: Each office will have one Vertical for Pensioner Services which will have one AO, one SS, 5 SSA. A group will be constituted on 5000 to 6000 (10D +10C (SC)) Claims. One SSA will be dedicated for the task of Pension & EDLI monitoring for the client services. This includes Pension & EDLI on due basis, DLC, Prayaas, Revision of PPO and BRS. One additional SS is given to large 50 offices.

Pensioner Service - Higher Pension: Each Office with more than 10000 higher pension cases will have specific vertical to address challenges of higher pension including management of PPO issuance and continuity. This group will also currently manage sanctions, demand letters, issuance etc. This Group will consist of 1 AO, 1 SS and 4 SSAs.

Cash Service: Each Office will have Cash Vertical with one single Group. The smaller offices will consist of 3 SSA, 1 SS and 1 AO. AO will act as a monitor and supervisor for timely completion of the task in this group. Larger (50) office will contain 6 SSA, 1 SS and 1 AO.

Zonal Accounts Coordination Unit: To be posted at the disposal of Zonal Offices for effective Administration and Monitoring.

Compliance (4+1):

Default Management & Current Recovery Group: Each Office will have N no of Default Management Groups. Each Group will cater to 3500 to 4500 establishments (including both contributory & non-Contributory). The group will consist of 1 EO, 2 SS and 12 SSAs. Per day each SSA will desk review 4 establishments, minimum. The EO will have fixed jurisdiction corresponding to the boundaries of District or PIN Code, distinctly. However, his main task is to only undertake written communication, periodic Desk Reviews, estimate defaults and flag to intelligence, the need for Inspections, if any, as per SOP of Inspections. This EO will not be assigned any field inspection for the establishments of his jurisdiction. However, once the inspection Report is received, he is also a 360 degree presenter of the establishment details and thus, should make a good precise and brief note whenever the inspection report is received for the purpose of representation after seeking the advice of circle officer. This EO will be responsible for client service interface with the establishment including Joint Declaration, Claim Verification of EDLI etc, Accidental Death cases, Nodal Officer for Prayaas, Nidhi Aapke Nikat, etc. This EO will also undertake current Recovery Drive including 8F Provisions, also maintaining Blue Book/Red Book for current Demand. He will serve Demand Notices for Recovery (CR) Purposes. Within the PIN Code if exempted establishments fall, those will also be covered by the Same Group. However, this group will provide information to a dedicated cell (in big offices only) on exemption for purpose of communication with ZO & HO for ease. Cell will have two SSA and one SS in those offices where Exempted establishments are more than 50.

Arrear Recovery: Each office will have one Recovery Group with one EO, one SS and three SSAs. Big Offices (50 Offices) will have double of these numbers.

Intelligence & Enforcement: To cater the number of inquiries which can be handled by sanctioned strength of officers in the field at any point of time, there will be equivalent No of EOs to that of officers for Intelligence(gathering), Inspections, Investigations & inquiries. There will be 2 SSA for each Office for Intelligence, SSP & CAIU portal related work

Legal, IBC, and Proceedings & DR wing: For every office there will be one Vertical for legal and related work (including departmental representative for inquiries & IBC). Each such group will cater for two inquiry officers and will consist of one EO, one SS and 5 SSA. Bigger Offices will have additional one EO, one SS, 4 SSA each

Exemption: A dedicated cell on exemption for purpose of communication with ZO & HO for ease. Cell will have two SSA and one SS in those offices where Exempted establishments are more than 50.

Zonal Analytics & Intelligence Unit: To be posted at the disposal of Zonal Offices for effective Administration and Monitoring.

Others (5):

HR Admin: Each Office will have one AO and 2 SSA to manage the Administrative Issues such-as leave, increments, rotations, APAR, AIPR, and Vigilance/Complaints and staff welfare measures including bills and payments. Large Offices will have additional 1 SS and 2 SSA

General Admin: Each Office will have a General Administration wing on above HR Admin Principle, for Office infrastructure, coordination arrangements, stores, procurement etc. Receipt & Dispatch, RTI & Estate.

CSD & Publicity: For each office that receives upto 5 lakh claims annually this wing will have 1 AO and 9 SSA. This will have counters for elderly, women, claim status & Joint Declaration, death & Accidents, Facilitation& employers. It will also have management of outreach publicity including NAN, resolution of EPFIGMS, CPGRAMS & PG Portals. Large Offices will have additional 1 AO, 1 SS and 9 SSA each.

Audit: (including Concurrent & Statutory): Each office will have one Group of One AO and two SSA, Big 50 Offices with membership more than 5 Lakh will have additional strength of 1 SS and 2 SSA each

Monitoring, data, MIS, IS, Coordination & others: Each Office will have this vertical with one AO and two SSAs. DPA+ DEO preferably in this Verticals

Zonal Monitoring and outreach Unit: To be posted at the disposal of Zonal Offices for effective Administration and Monitoring

SSO Verticals:

5 Special State Offices (SSOs) are functional to which claim settlement functionality has been extended (operation to commence from 25/10/2023). So, the SSOs will have all functions related to Accounts & Compliance and limited functions of Administration being subordinate to concerned RO only. Accordingly, the Vertical Arrangement will be as below:

Areas	Category	VERTICALS
Accounts	Accounts	Member Services-N
	Accounts	Pensioner Service-N

Compliance	Compliance Group	Default Management
		Recovery
		Intelligence & Enforcement
		Legal, IBC & DR wing
Others	Others	
		General Admin
		CSD & Publicity
		Audit
		Monitoring, data, MIS, IS

The actual deployment of manpower is based on the same principles prescribed for Regional Offices.

District Office Verticals:

District Offices are functioning as facilitation centre for members/employers and Compliance Management Units. Accordingly, the verticals arrangement is prescribed as below:

Areas	Category	VERTICALS
Compliance	Compliance Group	Default Management
		Recovery
		Intelligence & Enforcement
		Legal, IBC & DR wing
Others	Others	
		General Admin
		CSD & Publicity
		Monitoring, data, MIS, IS

The actual deployment of manpower is based on the same principles prescribed for Regional Offices.

Common to All:

Any other work incidental on the above-described ones or connected therewith shall also be responsibility of concerned DA. Supervisory Officers may assign any further work to any DA of any vertical.

The Verticalization of all offices required is to be implemented in view of the long-term gain by streamlining all the processes in rational manner.

One challenge is shortage of manpower in most of the offices, for the same, provisioning of Office Assistants/DEOs is being made as per the current comparative workload of all offices of a specific Zone.

Verticals so developed are to be stabilised with specific communication channels with verticals in higher or subordinate offices. This will lead to expedite the turn-around time in the responses, and will lead to efficient monitoring and effective tracking of the work assigned.

Officials in subordinate/higher offices will also be able to communicate in more targeted manner to coordinate for various activities.

Suggestions for improvement are most welcome.

