

ई.पी.एफ.ओ न्यूज़ लेटर
epfo newsletter

ईपीएफ़ समाचार EPF news

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SPECIAL POINTS OF INTEREST:

- **EPFO Debuts on Facebook & Twitter**
- **EPFO Introduces simplified UAN based Claim Forms**

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EPFO DEBUTS ON FACEBOOK & TWITTER

On the occasion of second Good Governance Day, i.e. 25th December 2015, Shri Bandaru Dattatreya, Hon'ble Minister of State for Labour & Employment (Independent Charge), Govt of India launched the Facebook account and Twitter handle of EPFO at Hyderabad.

On this occasion, the Hon'ble Minister announced that with the launching of Facebook Account and Twitter Handle of EPFO, the EPF stakeholders would have another medium through which they can put their grievances, ideas and suggestions etc.

The Minister added that in the recent past, the EPFO has undertaken several initiatives harnessing the potential of Information Technology for benefit of its stakeholders. Furthering these initiatives, EPFO has now embarked upon the social networking platform to connect better with its stakeholders.

This would be in addition to EPFiGMS, the online public grievance handling mechanism which is already in place.

Facebook and Twitter would also be used for getting feedback on service delivery and working of EPFO, the Minister said.

Shri K K Jalan, CPFC informed the gathering that the new initiative would facilitate two-way communication between EPFO and its stakeholders.

EPFO's FB page and Twitter handle can be accessed at:

www.facebook.com/socialepfo
www.twitter.com/socialepfo



EPFO INTRODUCES SIMPLIFIED UAN BASED CLAIM FORMS

EPFO has introduced simplified UAN based claim forms no. 19 (UAN), 10-C (UAN) & 31 (UAN) for those employees whose Aadhaar Number and Bank details have been seeded as KYC documents and were duly verified by the employer using digital signature and the details in Form No. -11 (New) have been completed. The defining feature of these forms is that the employers attestation is not necessary.

The Provident Fund Commissioners in-charge of the field offices have been advised to accept the UAN based claim forms from the PF members without attestation from their respective Employers. Those employees not fulfilling the conditions stipulated for using UAN based claim forms shall continue to submit their claim forms for withdrawals in the existing Form No. 19, 10-C and 31.

These simplified UAN based claim forms are available on our website. Further details can be had by visiting circular section of EPFO website www.epfindia.gov.in. [Home>> for office use >> circulars>> 522.]

This will benefit large number of employees whose Aadhaar Number and the Bank Account Number have been seeded as KYC, digitally verified by the employers and all the details are available in Form No. 11 (New) since such employees will not be required to visit their respective employers for getting their claim forms attested. This will result in lesser employer intervention and will help EPFO in improving its services and would also encourage more members to activate their UAN by facilitating digital upload of required KYC information.

“.....The object of Government in peace and in war is not the glory of rulers or of races, but the happiness of common man...”

“....Social Insurance fully developed may provide income security: it is an attack upon Want. But Want is one only of five giants on the road of reconstruction and in some ways the easiest to attack. The others are Disease, Ignorance Squalor and Idealness....”

Lord William Beveridge

ONLINE REGISTRATION OF ESTABLISHMENTS (OLRE) WITH DIGITAL SIGNATURE LAUNCHED

EPFO is constantly striving to simplify its procedures in order to make its interface with employers seamless and hassle free. In this connection EPFO has introduced online registration of establishments (OLRE) with digital signature. This facility was launched by Shri Bandaru Dattatreya, Hon'ble Minister of State for Labour & Employment (Independent Charge), Govt of India in a function held in New Delhi at EPFO, Headquarters on 24th November 2015.



[Hon'ble Minister of Labour & Employment (Independent Charge), Shri Bandaru Dattatreya launching the OLRE facility. Shri Shankar Aggarwal, Secretary (L&E), Shri K.K. Jalan, CPFC, Smt. Meenakshi Gupta, JS (L&E), Shri Sanjay Kumar, FA & CAO, EPFO Shri P.K. Udgata, Addl CPFC (HQ) also can be seen]

On this occasion the Hon'ble Minister Shri Bandaru Dattatreya informed that, using this facility an employer can register himself on the OLRE Portal. Subsequent to creation of User ID and password the employer will have to register his/her digital signature.

Thereafter, the PAN number of the employer would be verified online. On successful verification of PAN the employer will be able to apply online for code number which would require the employer to upload the relevant documents after digitally authenticating the same.

This facility will not only reduce the workload of the employer, but will also reduce the paperwork for the EPFO. It will be a quick and hassle free process.

Sh. Shankar Aggarwal, Secretary, Labour & Employment applauded the efforts made by EPFO in introducing user friendly services in recent past and stated that this facility would be a big leap forward in fulfilling the mandate of the Government in ensuring ease of doing business in the country which is one of the prime areas of concern for the administration today. He further encouraged EPFO to introduce more such facilities in the days to come.

On this occasion Sh. K.K. Jalan, Central PF Commissioner stated that EPFO is committed to strengthen the e-governance system and to provide better services to its stakeholders. EPFO has already launched a number of e-governance initiatives such as Electronic Challan-cum-Return, Member e-passbook, m-Governance, payment of benefits through National Electronic Fund Transfer etc.

EPFO OFFICER RECEIVES PRESIDENT'S POLICE MEDAL

18th November 2015,

On 18th November, 2015, the Hon'ble Prime Minister, Shri Narendra Modi awarded the prestigious President's Police Medal for Distinguished Services to Shri Tapan Jyoti Ghosh, Deputy Director (Vigilance), Employees' Provident Fund Organisation, East Zone, Zonal Vigilance Directorate, Kolkata on the occasion of inauguration of 6th Global Focal Point Conference on Asset Recovery & 21st Conference of CBI & State ACBx/Vigilance Bureaux at the Plenary Hall, Vigyan Bhawan, New Delhi. The function was graced by the Hon'ble Minister of State (PP), Dr. Jitendra Singh, Director, CBI, Shri Anil Kumar Sinha, Secretary General Interpol, Shri Jurgen Stock, CVC, Shri K.V.Chowdary, National Security Advisor, Shri Ajit Doval & Member, Executive Committee, Interpol, Shri Anselm Lopez among others.



Originally from the Central Bureau of Investigation (CBI) Shri Tapan Jyoti Ghosh, Addl. Supdt. of Police, is working at present as Deputy Director (Vigilance) in EPFO on deputation. It is noteworthy that while working as Addl. Supdt. of Police in CBI, he had also been earlier awarded with Police Medal for meritorious service by the then President of India, Late Shri APJ Abdul Kalam on the occasion of Independence day, 2006.

New Initiatives by EPFO

• Upfront allotment of UAN

A facility for upfront allotment of UAN to employees has been launched. This is expected to ensure wider dissemination and activation of UAN. Until now the process was that once the establishments submitted the ECR return of any particular month, EPFO would verify, allot and intimate the UAN of new employees to the establishment for dissemination to the members. The facility of upfront allotment will ensure that all the eligible employees are issued UAN by the establishments before uploading ECR. This is the first step towards ensuring that gradually the PF account number is replaced with UAN so that members can experience the next generation of e-enabled services of EPFO.

• Accounting Policy for equity investments finalized

Finance Investment and Audit Committee (FIAC) of CBT, EPFO in its meeting held on 09.12.2015 approved the Accounting Policy and method of accounting for equity and related investments.

• Next Phase of Computerization

Necessary administrative approval for procurement of servers for facilitating implementation of next phase of computerization reform has been received and the procurement process has begun. Secretary (L&E) reviewed the progress of computerization in EPFO and it was felt that a tele-presence facility should be established in the EPFO.

• Compliance of Multi Locations establishments

Ensuring compliance of multi-location establishments has been an area of concern for EPFO, primarily because it involves ensuring compliance in respect of mobile contractual employees. It is a normal business practice for an establishment registered with EPFO in a city, say Mumbai to deploy its manpower in another city, say Chennai. This implies that employees of an establishment registered with EPFO Mumbai were actually working on site in the jurisdiction of EPFO Chennai. The inter-jurisdictional confusion was creating problems in securing compliance in respect of such employees. Comprehensive instructions to handle such cases have been issued. Further details can be had at EPFO website www.epfindia.gov.in>>Home>>office use>>Circulars>>590

• Registration of Construction Workers

It has been decided that all construction workers eligible for assistance under Building and other Construction Workers Act (BOCW Act) shall be registered with EPFO. Specific UAN allotment to such workers is also envisaged.

• Thrust on renewable energy

Meetings were held with the Ministry of New & Renewable Energy and Solar Power Corporation of India to explore as to how EPFO can contribute to green energy. It is contemplated that, to begin with, EPFO can install a roof top solar power plant at its Dwarka office (Delhi South) for generation of 150 KW solar energy.

Important decisions taken by Central Board of Trustees (CBT)

CBT met on 24.11.2015 at New Delhi and took the following major decisions:

- Annual report for 2014-2015 approved. The same is to be sent to the Govt. for placing before Parliament.
- CBT took note of the returns on investment in equity and was of the view that the issue needs to be deliberated in detail.
- CBT permits investments in AA+ rated Private Scheduled Commercial Banks.

CBT met on 09.12.2015 and discussed in detail cadre re-structuring in EPFO.

- A Sub Committee has been formed to examine and finalize a report for submission before CBT. The members of the Sub Committee are:
 1. Shri Heera Lal Samaria, Addl. Secy (MoL&E)
 2. Dr. G. Sanjeeva Reddy, Member, CBT (EPF)
 3. Shri M. Jagadishwara Rao, Member, CBT (EPF)
 4. Dr. U.D. Choubey, Member, CBT (EPF)
 5. Shri Ravi Wig, Member CBT (EPF)

Important Decisions by EPFO

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Oct 2015

1. EPFO clarifies that student trainees being paid stipend during on the job training while pursuing technical/ professional courses will not be considered as employee for the purpose of EPF & MP Act, removing a long standing ambiguity. (Circulars section: serial no. 427)
2. Payment of statutory EPF dues by employers through Internet Banking has been made mandatory. (Circulars section: serial No.433)
3. Renewed emphasis is placed on coverage of all workers in the construction sector under the EPF & MP Act, 1952. Strategy for ensuring the same is formulated. (Circulars section: serial no. 438)
4. Jeevan Pramaan –Aadhar based Online Pensioners' Digital Life Certificate for pensioners under EPS, 95 has been given top priority to ensure hassle free services to EPS pensioners. (Circulars section: serial no. 442)

Nov 2015

1. UAN based On-line nomination forms have been introduced for the benefit of EPF members. Using this an EPF member can file his nomination form with his employer who will then digitally authenticate the same and submit to EPFO. (Circulars section: serial No.481)
2. Focus is on compliance by contractors while making EPF contribution. Liability is to be fixed on the Principal Employer and he has to ensure that compliance under the provisions of the Act are made before making payment to contractors. (Circulars section: serial No.486)

Dec 2015

1. Revised Online Registration Process for issue of PF Code to Establishments through OLRE Portal is set into motion. The new process relies on Digital Signature based authentication of information submitted by the applicant employer (Circulars section: serial No.529).
2. UAN based new withdrawal claim Forms No. 19 (UAN), 10C (UAN) and 31 (UAN) have been launched ushering in a new era of minimal employer dependence and greater employee empowerment. (Circulars section: serial No.532)
3. Launch of Upfront Allotment of UAN to employees has been introduced. This feature shall enable employers to allot UAN to their employees immediately on joining employment and this would facilitate filling of Electronic Return cum Challan (ECR) having details of employees UAN in the future resulting in clear cut identification of employees enrolled into the fund from Day One. (Circulars section: serial No.548)
4. With effect from 1st January 2016, it has been decided to make UAN compulsory for PF claim settlement. (Circulars section: serial No.549)
5. Instructions have been issued to field offices to call for Succession Certificates at the time of Pension settlement only in unavoidable cases (in case of doubt or in case of rival claimants) and not as a matter of routine. (Circulars section: serial No.558)
6. Strategy for further expanding the reach of UAN and other e-enabled initiatives including collection of digital signature, submission of online ownership details etc. has been finalized. Further camps are to be organized across the country by the field offices for Dissemination and activation of UAN and also information exchange with jurisdictional Labour Commissioners is also contemplated. (Circulars section: serial No.564 & 574)

All Circulars can be accessed at www.epfindia.gov.in>>Home>>For office use>>Office Orders/Circulars

Frequently asked Questions (FAQs) on Grievance Redressal

What is the nature and source of grievances received in EPFO?

Grievances generally arise out of:

- i) Settlement of PF/Pension/Insurance Claims.
- ii) Transfer of PF accounts.
- iii) Non enrolment of employees.
- iv) difficulty arising out of old PF accounts
- v) difficulties relating to Universal Accounts Number (UAN).

Grievances are raised by employers or employees directly. In addition grievances are also referred to by the office of Hon'ble Prime Minister, Hon'ble Minister of Labour & Employment, Cabinet Secretariat, MPs, MLAs, other VIPs and Department of Personnel and Grievances (DPG)

How is Grievance redressal monitored?

Grievance redressal occupies the centrestage in EPFO's functioning and comprehensive policy guidelines have been issued prescribing strict timelines and to ensure that qualitative improvements in grievance redressal is undertaken. Monitoring is done on a continuous basis and pending grievances are escalated to higher levels depending upon the periodicity of pendency.

How are grievances registered?

Any grievance received from any source and through any mode (by e-mail/post/reference from any source) are registered by the office in **EPFiGMS (Employees Provident Fund Internet Grievance Management System)**.

What is EPFiGMS?

EPFiGMS is a self contained internet based grievance redressal system used by EPFO. Using this anybody with a grievance can register his grievance in the system 24x7. Once registered a unique number is allotted to help keep track of the progress of the grievance redressal. Every grievance entered into the EPFiGMS system is monitored on a daily basis, both at the Head office level and the Field office level.

What is CPGRAMS?

Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is a facility made available by the Central Government for any person to register his or her grievance. A PF member can also register his or her grievance

on the CPGRAMS portal.

What is Short Code SMS service?

A short code SMS service has also been launched for the benefit of EPF members. Using this service, the member who has activated his UAN can send an SMS in the prescribed format from his registered mobile number to 7738299899 to access details of his PF account. The format of the SMS is **EPFOHO<UAN>LAN**. LAN denotes the first three character of the preferred language in which the member desires to get the details. This facility is available in 10 different major Indian languages including English and Hindi. A mobile app is also available in Android, downloading which will help EPF members in accessing all their PF related details.

How to trace out old inoperative EPF account?

For tracing out such accounts, an online helpdesk is available at EPFO website. Any member desirous of tracing out his old inoperative account in respect of which he does not have full details, can access the helpdesk at www.epfindia.gov.in>>Home>>For employees>>inoperative account helpdesk. The member can register himself on the helpdesk and giving the bare minimum details, he can locate his inoperative account so that he can either get it settled or transfer the same.

What is UAN Helpdesk?

UAN helpdesk is a online helpdesk available at EPFO's website to take care of any query or difficulty regarding Universal Account Number. This can be accessed by any employer or employee. In addition to this there is a toll free number (**18001 18005**) provided to answer queries regarding UAN.

Can an EPF member vent his grievance through Social Media?

An EPF member can approach EPFO for any query or suggestion or grievance settlement through Facebook and Twitter. The Facebook page and Twitter handle are accessible at:

www.facebook.com/socialepfo

www.twitter.com/socialepfo

Trainings & Workshop

• National Centre for Good Governance, a body under the Department of Personal and Training (DoP&T) organized a one-day workshop on 18th December 2015 on simplifying processes and procedures for improving stakeholder convenience. Following issues were flagged and discussed regarding EPFO:

- Facilitating payment of PF contribution in respect of contractual workers;
- UAN based services to EPFO members; and
- Pension process improvements.

Employers' and employees representatives participated in the workshop. Recommendations arrived at during the workshop were presented before a panel comprising Secretary (DoP&T) and Secretary (L&E)

• Workshop for the representatives of Exempted Trusts was conducted at NATRSS on 28-29 Oct 2015, which was attended by 126 participants from various Exempted Establishments.

• Workshop on International Workers for the employers engaging Foreign Nationals was conducted at NATRSS on 30th Nov 2015.

National Award on e-Governance:

EPFO is getting the coveted Gold Award in the 'innovative use of technology in e-governance' category. The award will be presented by the Department of Administrative Reforms & Public Grievances and Department of Electronics and Information Technology, Govt. of India in the 19th National Conference on e-governance to be held in Nagpur on 22 January 2016.

EPFO has been selected for the award in recognition of the various innovative and cost effective technical solutions designed and deployed in-house for improving EPFO's public delivery services.

Facts & Figures

INVESTMENTS

- EPFO Corpus exceeds Rs. 7 Lakh Crore as on 31.12.2015
- Approx Rs. 3958 Crores invested in Exchange Traded Fund (ETF) till Dec 2015

Month	Oct, 15	Nov, 15	Dec, 15
Grievances Resolved	18047	16524	20436
Grievances Pending	3147	3215	2631

Claims Settled (in Lakhs)	Oct, 15	Nov, 15	Dec, 15
No. of Claims Settled	9.94	9.79	10.15
Claims Settled in 3 days	3.68	3.14	3.93
Claims Settled in 10 days	3.98	3.88	4.00
Claims Settled in 20 days	1.93	2.25	1.89

Performance Review by CPFC

Date	Place	Zones
17.10.2015	Ludhiana	Punjab & Himachal Pradesh
24.10.2015	Head Office	Delhi & Uttarakhand, Haryana & Rajasthan
23.12.2015	Lucknow	Uttar Pradesh & Bihar
29.12.2015	Ahmedabad	Gujarat

EPFO's PHOTO GALLERY



CBT MEETING HELD AT EPFO, HEADQUARTERS
09 DEC 2015



LAUNCH OF UPFRONT ALLOTMENT OF UAN
09 DEC 2015



EPFO ENTERS SOCIAL MEDIA SPACE ON GOOD GOVERNANCE DAY CELEBRATED AT HYDERABAD
25 DEC 2015



LAUNCH OF DIGITAL SIGNATURE BASED ONLINE REGISTRATION OF ESTABLISHMENTS
24 NOV 2015



TRAINING PROGRAMME FOR OFFICERS OF EPF NEPAL
26-30 OCT 2015



TRAINING PROGRAMME ON INTERNATIONAL WORKERS
30 NOV 2015



SOUTH ZONE INDOOR SPORTS MEET HELD AT GUNTUR, AP
05 & 06 OCT 2015

Nidhi Aapke Nikat –Programmes held in various EPF offices



RO, NIZAMABAD



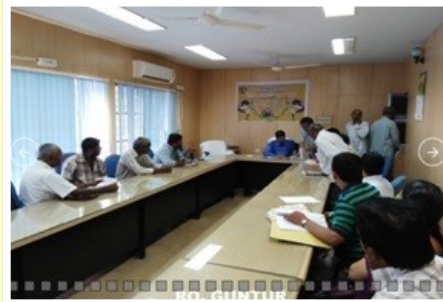
RO, FARIDABAD



SRO, AMRITSAR



RO, GURGAON



RO, GUNTUR



RO, GUWAHATI



SRO, AURANGABAD



SRO, NARODA



SRO, BHARUCH



SRO, JODHPUR



SRO, AMBATTUR



SRO, VASHI