



Telephone: 011- 26163246
Fax : 011- 26175913

कर्मचारी भविष्य निधि संगठन
(श्रम मंत्रालय भारत सरकार)

Employees' Provident Fund Organisation
(Ministry of Labour, Govt. Of India)

मुख्य कार्यालय/Head Office

भविष्य निधि भवन, 14-भीकाजी कामा प्लेस, नई दिल्ली-110066

Bhavishya Nidhi Bhawan, 14- Bhikaiji Cama Place, New Delhi - 110066

www.epfindia.gov.in/www.epfindia.nic.in

(CENTRAL ANALYSIS & INTELLIGENCE UNIT)

No.CAIU/011(1)2018/Zero Default

Date: 08.01.2018

To

All Additional Central P.F. Commissioner (Zones),
All Regional P.F. Commissioner In-charge of ROs.

Sub:- Campaign for **Zero** current defaulting establishments and grievances free EPFO offices - regarding.

Madam/Sir,

1. Real Time Default Management System is in operation in EPFO for reducing current default of establishments. New Enforcement Officers are also being provided to Regional Offices after completion of their training for effective default reduction. The Enforcement Officers must specially follow up the current defaulting establishments so as to bring current default to Zero and should also complete pending workload of assignment of inspections and uploading of inspection on Shram Suvidha Portal.

2. Therefore, all Additional Central P.F. Commissioners of Zones and Officer-in-Charge of Regions are requested to analyze the data of their respective offices, review the performance regularly and utilize Enforcement Officers and other officials fully to achieve the following:-

- a) Zero current default by 31.03.2018.
- b) Inspections per Enforcement Officer as per norms
- c) Upload of complete and quality inspection reports

3. Further, it is seen that the number of grievances are on the increase in many offices on account of delay in claim settlement, high percentage of claim rejection, pendency of transfer cases and delay in correction of particulars. These processes should be made up to date to achieve the target of RO's to achieve **NIL** grievance status.

4. All offices are ordered to take action on these items in a campaign mode so as to achieve these objectives by 31st March 2018.

(This issues with the approval of CPFC).

Yours faithfully,

Sushrashi Choudhary

(S.C. Goyal)

Addl. Central P.F. Commissioner-II (CAIU)