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MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA
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No: HRD/16/2022/DelegationofClaimSettlement/-Part(1)/890

Date: 10 6 OCT 2023

Office Order

Subject: Delegation of Claim Settlement facility to Special State Offices (SSOs) - Revised Sanctioned Strength-reg

With reference to above subject, it is to intimate that Competent Authority has accorded approval for delegation of claim settlement facility to the Special State Offices of the Employees' Provident Fund Organization as approved in Agenda Item No. 7 of the 105th meeting of the Executive Committee dated 10.03.2023. This facility will improve the efficiency of delivery of services to the stakeholders under the jurisdiction of these Offices. The claim settlement facility is in addition to the functions already entrusted to the SSOs i.e., to look after Compliance Monitoring, Grievances handling etc. Directions were issued vide letter dated 16.05.2023 for preparatory activities (**Annexure 1**).

Zone	RO	SSO	State
North-Eastern Region (Guwahati)	Guwahati	Imphal	Manipur
		Itanagar	Arunachal Pradesh
		Dimapur	Nagaland
	Shillong	Aizawl	Mizoram
West Bengal, A&N Islands & Sikkim	Siliguri	Gangtok	Sikkim

2. The re-distribution of Officers & Employees among the Regional Offices and Special State Offices is to be done in proportion to the workload in such a manner that the total sanctioned strength remains same for now. The distribution of sanctioned officers/staff will be as per approved criteria and diverted to SSOs from their respective ROs. The OICs of the ROs and SSOs shall continue to be the current RPFC in position. The revised sanctioned strength of SSOs and concerned ROs is enclosed as **Annexure 2**.

3. ACC (NER) and ACC (WB) will re-distribute the staff taking into account the following principles:-

- 3.1 The officers and staff in-position shall be bifurcated in the same proportion as bifurcation of sanctioned strength at Annexure 2.
- 3.2 Options for specific offices will be called for from the staff (Gr B & Gr C).
- 3.3 In case, more options are received for a particular office, then staff who has spent the longest time in the current office will get preference.
- 3.4 In case inadequate options are received for an office, then staff with maximum tenure amongst the non-optees shall be distributed.

4. Office space for Special State Offices be hired as per PFD norms, if required, at the earliest to make the Office functional for delivering claim settlement facility. In addition adequate furniture, equipment, IT

infrastructure and other facilities may be ensured as per norms and requirements. Essentially, MPLS connectivity shall be fast tracked for the efficient functioning of the office.

5. The claim settlement and related work will be done from their Parent Regional Office's PDB (Reference-Circular No. Bifurcation/NDC/2017 dated 14.07.2017). The Zonal Office will inform of the date etc. from which office can be made functional for formal launch and inauguration.

Encl. as above



(SK Suman)

Addl. Central P.F. Commissioner (HR)

Copy to:

1. All PS/PPS to CPFC, FA & CAO, CVO, ACC(HQ), Director PDNASS.
2. All ACCs/RPFC-I and other officers of Head Office
3. All Zonal/Regional/District/Special State Office
4. ACC(NER) and All RPFC in-charge of (ROs of NER)
5. ACC(WB) and All RPFC in-charge of (ROs of WB)
6. ACC(HQ) IS Division for making required arrangement for claim settlement.
7. RPFC-II (OIC) SSOs
8. NDC for Circular Upload
9. Hindi Section for Hindi Version



(Swagata Rai)

Regional P.F. Commissioner-I (HRD-I)



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No.HRD/16/2022/DelegationofClaimSettlement/-Part(1) /812

Date

16 MAY 2023

To,

ACC(Zones) NER & West Bengal

Sub: Implementation of Delegation of Claim Settlement Facility in Special State Offices (SSOs) - Reg.

Please refer to the office Order No. HRM-8/V/PQ/34/135/2005/NER/Aizwal(Mizoram)/5346 dated 14.05.2015 (copy enclosed) vide which the following special state offices were opened to look after Compliance Monitoring, Grievance Handling, Claim Scanning and Forwarding, etc.

Zone	RO	SSO	State
NORTH- EASTERN REGION	Guwahati	1. Imphal	Manipur
		2. Itanagar	Arunachal Pradesh
		3. Dimapur	Nagaland
	Shillong	4. Aizawl	Mizoram
WEST BENGAL ,A&N	Siliguri	5. Gangtok	Sikkim

2. The Executive Committee in its 105th Meeting held on 10.03.2023 (copy enclosed) has accorded the approval for Delegation of Claim Settlement Facility to Special State Offices. Accordingly, the concerned Zonal Offices are requested to take necessary action for distribution of Officials from the concerned ROs to the SSOs for handling the additional work allotted to the SSOs based on the criteria as approved in the agenda.

3. Concerned ACC (Zones) are requested to take the following action for implementation of the above approval.

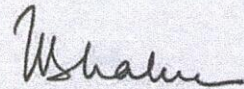
3.1 For the posting of staff from ROs to SSOs as per distribution, options shall be called for by the respective ACC (Zone), and Gap should be filled by administrative decision.

3.2 All IT Infrastructure for claim settlement facility in the SSO may be completed at the earliest as per guidelines and instructions issued by IS Division.

3.3 Physical Infrastructure of the offices may be as per guidelines issued by PFD and also ensure to cover the following:

- i. Proper facilities for the PRO/ Facilitation Centre including Receipt Counter and online claim filing facilities, Jeevan Praman Facility etc.
 - ii. IT Infrastructure for facilitation Centre-
 - a. Computers for filing of claims for claimants
 - b. Printers/Scanners & IT Infrastructure
 - iii. Seating for Visitors, Staff and Officers with staff having Local Language Knowledge.
 - iv. Drinking water facility & other basic necessities.
4. The ACC (Zones) are requested to coordinate with the nodal officers and forward the timeline by which the above action will be completed.

Encl. as above



(Veena Tamta Bhatia)
Addl. Central PF Commissioner (HQ)(HR)

Copy to:

1. Shri R K Singh, Addl. CPFC(HQ)(ISD)
2. Shri B. Lalzamang, Addl. CPFC(HO)
3. Shri Arif Lohani, Addl. CPFC(HO)
4. Ms. Sahira K Sangma, Addl. CPFC(HO)
5. Shri Uday Baxi, Addl. CPFC(HO)
6. Shri Rajiv Bisht, Addl. CPFC(HO)

Revised Sanction of Staff in RO and SSOs

	Office	SSA	SS	EO/AO
Existing Sanction including SSO Strength	RO Guwahati	98	21	24
Revised Sanctioned Strength	RO Guwahati	86	18	16
	SSO Imphal	6	1	3
	SSO Itanagar	2	1	3
	SSO Dimapur	4	1	2
Total		98	21	24
Existing Sanction including SSO Strength	RO Shillong	13	3	3
Revised Sanctioned Strength	RO Shillong	11	2	2
	SSO Aizawl	2	1	1**
Total		13	3	3
Existing Sanction including SSO Strength	RO Siliguri	54	12	14
Revised Sanctioned Strength	RO Siliguri	35	8	11
	SSO Gangtok	19	4	3
Total		54	12	14

**Note- EO/AO at SSO Aizawl to be assigned the work for both Compliance and Accounts.

In addition to above, each such Special State Offices have the sanctioned strength of 1 RPFC-II (OIC), 2 employees (DEO and MTS) each (except for SSO Gangtok). SSO Gangtok shall have 3 employees (DEO and MTS).