



EMPLOYEES' PROVIDENT FUND ORGANISATION



सत्यमेव जयते

Citizens'/Clients' Charter

Issue Date: November, 2022.

Next Review Date: November, 2023.

**EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR & EMPLOYMENT (GOVT. OF INDIA)
BHAVISHYA NIDHI BHAWAN,
14, BHIKAIJI CAMA PLACE, NEW DELHI – 110 066.**



www.epfindia.gov.in



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VISION

An innovation driven social security organization aiming to extend universal coverage and ensuring *Nirbadh* (seamless and uninterrupted) service delivery to its stakeholders through state-of-the-art technology.



MISSION

To meet the evolving needs of comprehensive social security in a transparent, contactless, faceless and paperless manner. To ensure *Nirbadh* services with multi-locational and auto-claim settlement process for disaster proofing EPFO.

To ensure Ease of Living for members and pensioners and Ease of Doing Business for employers by leveraging Government of India technology platforms for reaching out to millions.

SERVICE STANDARDS

For Employees

| Services | Settlement Time as per Scheme | Settlement Time as per Citizens' Charter |
|---|--------------------------------------|---|
| PF - Final Withdrawal (Settlement of Form-19) | 20 Days | 7 Working Days |
| PF - Illness Advance (Settlement of Form-31) | 20 Days | 3 Working Days |
| PF - Pandemic Advance (Settlement of Form-31) | 20 Days | 3 Working Days |
| PF - Part Withdrawal (Settlement of Form-31) | 20 Days | 7 Working Days |
| PF - Transfer (Settlement of Form-13) | 20 Days | 7 Working Days |
| PF - Withdrawal by nominees/survivors (Settlement of Form-20) | 20 Days | 3 Working Days |
| Insurance– Payment to nominees/survivors (Settlement of Form-5IF) | 20 Days | 3 Working Days |

For Pensioners

| Services | Settlement Time as per Scheme | Settlement Time as per Citizens' Charter |
|--|--------------------------------------|---|
| Pension - Monthly pension (Settlement of Form-10D) | 20 Days | 7 Working Days |
| Pension - Withdrawal Benefit/Scheme Certificate (Settlement of Form-10C) | 20 Days | 7 Working Days |

For International Workers

| Services | Time as per Citizens' Charter |
|----------------------------------|--------------------------------------|
| Issue of Certificate of Coverage | 3 Working Days |

For all Stakeholders

| Services | Redressal Time as per Citizens' Charter |
|-------------------------|--|
| Redressal of grievances | 7 Working Days |

Settlement Time as per Citizens' Charter is aspirational and is over and above the time-limits statutorily mandated by the Schemes framed under the EPF & MP Act, 1952.

STAKEHOLDERS

Employees



Employers



Pensioners

The service standards mentioned in the three Schemes under the EPF&MP Act, 1952 will be applicable to EPFO stakeholders, namely, the employees, the employers and the pensioners.

EPFO is now **disaster proof** and therefore it promises to maintain the service standards even during times of disasters owing to floods, earthquakes, epidemics, etc. in any part of the country.

EXPECTATIONS FROM MEMBERS



Expectations From New Members :-

- Create UAN based login (if the UAN has been allotted for the first time) and link ones' KYC(s) including Aadhaar.
- In order to avail auto-transfer of accounts, submit UAN with details of previous membership of Fund to the present employer.
- File e-nomination and get demographic details updated to avail services in a seamless manner.
- Furnish bank account and PAN details along with other KYC details online against UAN.

Expectations from Existing Members :-

- Refer to Frequently Asked Questions (FAQs) available on EPFO website to understand the process of availing benefits, URLs for FAQs:

1)https://www.epfindia.gov.in/site_en/FAQ.php

2)https://www.epfindia.gov.in/site_en/covid19.php

- Become aware of due benefits through Pension & EDLI calculators.
- In case of death of the member, the nominee/legal heir/dependent must approach EPFO to receive due benefits under various schemes.

EXPECTATIONS FROM PENSIONERS



- To submit Jeevan Pramaan Patra(JPP)/Life Certificate every year to continue receiving pension via following modes:
 - JPP Portal (URL: <https://jeevanpramaan.gov.in/>)
 - Visiting Pension Disbursing bank, EPFO office, CSC Centres, IPPB (Post Offices)
 - Through Postman or Banking Alliance facility at home
 - UMANG app
- Avail the newly launched UIDAI Face Authentication Technology for submitting Jeevan Praman Patra(JPP) through Jeevan Pramaan application.
- To submit details of new bank branch in case of switching bank branch for pension disbursement with change in residence.
- Avail services of Digi Locker for safe custody and easy retrieval of the pension documents.
- Use UMANG mobile application to view pension passbook.
- In case of death of the pensioner, intimation to be submitted promptly by the survivor(s) so that widow/widower/children pension can start, if applicable.

EXPECTATIONS FROM EMPLOYERS



- Ensure compliance of all the statutory provisions under the Act and allied schemes.
- Enroll all eligible employees from the month in which such employee have joined.
- Submit monthly return electronically and make the corresponding remittances through the Unified-Portal.
- Link/generate UAN of a new employee and update the date of joining/exit immediately on joining/exit of each employee.
- Facilitate all employees of the establishment to update their KYC details and to create their UAN based login to avail the online services.
- Promptly forward member requests for rectification of errors in their basic details after duly verifying the same from records.
- Furnish reply to notices, issued by EPFO Office, with supporting documents within the specified time limit.
- Attend webinar sessions organized by EPFO on various topics to facilitate better implementation of the Act and the Schemes.
- Resolve and reply all grievances/issues referred by EPFO Office within 5 working days.
- Exempted establishments to extend benefits to their members at par or better than EPFO benefits.

GRIEVANCE REDRESSAL MECHANISM

- Dedicated revamped grievance portal EPFIGMS for handling grievances digitally.
- Regular Webinars by field offices for awareness generation and solving grievances of employers, employees and pensioners.
- General time limit for settlement of any grievance shall be 7 working days.
- In case of non-redressal, the grievance is escalated to the next higher authority.



Public Grievance Officer at Head Office:

Additional Central PF Commissioner (CSD),
Employees' Provident Fund Organisation,
Bhavishya Nidhi Bhawan, 14 Bhikaiji Cama
Place, New Delhi-110066

Website: www.epfindia.gov.in



URL to lodge online grievance:

www.epfigms.gov.in (Facility also available on
UMANG mobile app)
www.pgportal.gov.in

24x7 Call Centre Toll Free No. 1800118005

**WhatsApp Helpline Number at each Regional
Office available on EPFO website.**

Social media accounts:



@socialepfo



/socialepfo

Facilitation centers are present at field offices for service of all stakeholders.

RESPONSIBILITY CENTRES AND ORGANIZATION'S PRESENCE

EPFO has a Nationwide Network



21 Zonal Offices
(Supervision of Regional Offices)



138 Regional Offices
(Securing Compliance, Services Delivery, Supervision of District Offices)



117 District Offices
(Securing Compliance & Grievance Redressal)

These responsibility centres reach out to the clients and ensure extension of seamless Social Security services.



Contact details available at:
www.epfindia.gov.in>>Contact Us



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