



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation
श्रम एवं रोजगार मंत्रालय, भारत सरकार
Ministry of Labour & Employment, Government of India
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To

All Additional Central P.F. Commissioners (Zones)
All Regional P.F. Commissioners-I/OICs (Regional Offices)

Sub: Strengthening and streamlining of the Nidhi Aapke Nikat platform – Regarding.

Sir/Madam,

The Employees' Provident Fund Organisation touches lives of millions in the country everyday. It is almost a lifetime relationship between EPFO and its subscribers. Over the past years, EPFO has successfully adopted several reforms to improve its public delivery of social security benefits. However, the vast magnitude of stakeholders with their ever rising expectations under rapidly changing technological scenario necessitates a very responsive and transparent grievance management system which addresses the issues and concerns of its stakeholders in a meaningful and substantive manner.

2. It is observed that on the one hand we have a large category of subscribers and stakeholders who are well versed in using technology based platforms such as CPGRAMS, EPFIGMS, emails etc. to voice their concern, while on the other, there is also a sizeable number of stakeholders for whom using technology-based platform for registering their grievances may be difficult. Therefore, there is a need to reach out all stake holders including those who may not be comfortable to use the above technology based platforms in case of difficulty/grievance.

3. One of the ways to deal with above situation is to use the programme like Nidhi Aapke Nikat as a medium of public interface which was initiated with the very purpose of being more accessible to its stakeholders including employers, to redress their grievances, and to sensitize all the stakeholders about the new initiatives undertaken in their interest by the Organisation.

4. In the view of above, it is felt necessary to issue guidelines afresh for streamlining Nidhi Aapke Nikat programme and strengthening the grievance redressal mechanism through such programme. Therefore, the following instructions are issued:

(i) Nidhi Aapke Nikat programme should work as a "Public Interface Mechanism" and should aim to improve the public interaction approach towards grievances of stakeholders by instituting cordial, transparent and properly accountable system, easily accessible to the public.

(ii) As already in vogue, *Nidhi Aapke Nikat programme* should be conducted on 10th of every month and in case of holiday, on the next working day in each field office and should be presided over by the Officer-in-Charge or in absence of Officer-in-Charge by the next senior most officer.

(iii) The above exercise of conducting Nidhi Aapke Nikat programme should not merely be a purposeless day without intended outcome and therefore it is imperative that wide publicity is made among all the stakeholders beforehand, encouraging the subscribers, employers and other stakeholders to take benefit from such programme by informing through emails/ SMSs, displaying on the notice boards, issue of press note etc.

(iv) Nidhi Aapke Nikat programme should also be held outside office premises in industrial clusters, public locations having high density of subscribers/pensioners or locations which are far off from EPFO offices. Attempts may be made to conduct simultaneous camps for Aadhar seeding/Digital Life Certificates updation for benefit of subscribers/pensioners during such programme of Nidhi Aapke Nikat in such outside locations, which must be presided over by an officer not below the rank of APFC.

(v) Further, this opportunity may also be used for organizing Workshop/Seminar for disseminating the information/facilitating the subscribers for filing of online claims, downloading of e-Passbook, linking of Aadhar with UAN/eKYC, SMS alert services, use of UMANG app. etc.

(vi) There should be proper mechanism to register and acknowledge claim applications, representations and grievances received during Nidhi Aapke Nikat programme and the same should be appropriately redressed/replied to the concerned applicant/complainant preferably on the same day or as soon as possible. There should be separate register registering receipt/disposal of all such application/complaints with timeline for each disposal.

(vii) A permanent board should be displayed in PRO Cell mentioning the schedule of Nidhi Aapke Nikat Programme and encouraging the stakeholders to participate in Nidhi Aapke Nikat platform.

(viii) All the applications, representations, grievances and complaints received during Nidhi Aapke Nikat Programme which are not settled/disposed on the same day of programme should be properly marked to the concerned Branch Officer and followed up by Officer-in-Charge till disposal of the same under communication to the concerned stakeholder on 25th day of concerned month. In case a particular application/complaint is likely to take more time due to genuine reasons, the interim reply alongwith action taken so far should be sent to the applicant/complainant on 25th of each month till final disposal of the same.

(ix) While the Officer-in-Charge/RPFC-I shall have the overall ownership for resolution of applications, representations, grievances and complaints received during Nidhi Aapke Nikat Programme, the concerned Branch officer i.e. RPFC II/APFC, to whom the concerned matter lies, shall also be personally responsible to take the ownership of the same and ensure complete and satisfactory resolution of the same as per law.

(x) ACCs (Zone) are also expected to conduct atleast one Nidhi Aapke Nikat once in every quarter in any of the Regional offices falling under their jurisdiction.

(xi) ACCs (Zone) should ensure that the above direction is adhered to and monthly return on the conduct of Nidhi Aapke Nikat Programme should be sent to Head Office by all the field offices under their administrative control, without fail.

Nidhi Aapke Nikat Programme has enormous potential to redress grievances effectively and efficiently from the perspectives of both the organisation and the stakeholders. It is expected that the above exercise shall be carried out in a purposeful manner.

Yours faithfully,


(SUNIL BARTH WAL)

CENTRAL PROVIDENT FUND COMMISSIONER

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1. PPS to CPFC
2. PPS to CVO
3. PPS to FA&CAO
4. PS to All Addl. Central PF Commissioners(HQ), Head Office
5. PS to All Addl. Central PF Commissioner, Head Office
6. All RPFCs in Head Office
7. AD(OL) for Hindi version
8. Office order file

REPORT ON CONDUCTING 'NIDHI AAPKE NIKAT'

Month:.....

Name of Office.....

Name and Designation of OIC.....

1	Date
2	Venue
3	Name of the officer who presided the Nidhi Appke Nikat programme
4	No. of employees who attended the programme. Names of few having UAN number & phone numbers be mentioned.
5(a)	Number of grievances pending so far (Opening Balance, if any)
(b)	Number of grievances received during the programme
(c)	Total number of grievances (a+b)
(d)	No. of grievances redressed during the programme
(e)	Total no. of grievances pending (c-d)
6	No. of employers who attended the programme. Names of two or three with their PF Code numbers and phone numbers be mentioned
7	No. of exempted establishments, the representatives of which attended the meeting. The minutes of the meeting be sent separately.
8	Have you taken a few photographs of the events? If yes, kindly enclose a few.
9	Suggestions / feedback, if any