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कर्मचारी भविष्य निधि संगठन
Employees Provident Fund Organisation
(श्रम एवं रोजगार मंत्रालय भारत सरकार)
(Ministry of Labour and Employment, Govt of India)
मुख्य कार्यालय /HEAD OFFICE
भविष्य निधि भवन/BHAVISHYANIDHI BHAWAN
14 भीकाएजी कामा प्लेस नई दिल्ली /14 BHIKAJI CAMA PLACE, NEW DELHI-110066

No. HRM-8/12(01)2011/HQ/Pen. Asso. 3922

Date:- 03 JUL 2019

To

All Addl. CPFC's Zones/ Director (PDNASS)
All RPFCs-I (In- charge) of the Region/OIC's/RPFC-I(ZTI's)
RPFC (ASD), Head Office.

Subject:- Appointment of Nodal officers in Regional Offices for redressal of grievances of Staff Pensioners of EPFO and monitoring of grievances by the Zonal ACCs.---regardig.

Ref. (i) Head Office Circular No. HRM-8/12(01)2011/HQ/Pen.Asso./21033 dated 10.01.2014.
(ii) Head Office Circular No. HRM-8/12(01)2011/HQ/Pen.Asso./1898 dated 23.04.2014.

Madam/Sir,

Kind attention is invited to Head Office Circulars cited above regarding the matters relating to Staff Pensioners of EPFO and appointment of Nodal Officers for redressal the grievances of Staff Pensioners.

2. In this regard, the matter has been further considered in Head Office and with regard to redressal of grievance of Staff Pensioners of EPFO and their periodical monitoring. The following hierarchy of redressal has been approved:-

(i) In Regional Offices, the Nodal Officer shall be APFC/RPFC (Admn.) but the Officer In- charge will be the Grievance Officer to hear the grievances of pensioners and to hold periodical meetings with the pensioners preferably in each quarter of the year.

(ii) The Zonal Addl.CPFC will also redress the issues of pensioners in the respective Zone once in six months and issue directions to the RPFC in- charge being the Grievance officer in resoloving important issues.

(iii) The Zonal Addl.CPFC may also take up important issues of the grievance of pensioners with Head Office from time to time alongwith their suggestions thereon for amicable resoloution of such grievances by the Head Office.

3. The other terms and conditions of Head Office Circulars shall remain unchanged.

(This issue with the approval of competent authority)

Yours faithfully,

02/07/2019

(SANJAY BISHT)
Regional P F Commissioner-I (HRM)