



कर्मचारी भविष्य निधि संगठन  
EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार

MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA

मुख्य कार्यालय/Head Office

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

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

Website: [www.epfindia.gov.in](http://www.epfindia.gov.in), [www.epfindia.nic.in](http://www.epfindia.nic.in)

Web Circulation



No.: Conf.1(1)Ref.CBTMembers/2020

Date: 27 SEP 2021

To

All Addl. CPFCs(HQ)/Addl. CPFCs  
All RPFCs-Incharge of Regional Offices

**Subject: References received from Members of Central Board of Trustees (EPF)- regarding.**

- Reference: i) Conf.1(1)211<sup>th</sup> CBT(EPF)/2016/24619 dated 11.03.2016  
ii) Conf.1(1)211<sup>th</sup> CBT(EPF)/2016/21732 dated 17.11.2016  
iii) Conf.1(1)211<sup>th</sup> CBT(EPF)/2016/Pt./3512 dated 26.07.2019  
iv) Conf.1(1)Ref.CBT Members/2020 dated 18.09.2020

Madam/Sir,

Please refer to the captioned correspondence (copy enclosed for ready reference) detailing instructions for attending to references made by Members of Central Board of Trustees (CBT), EPF.

2. The status of action taken on references received from CBT members is being updated in view of the upcoming CBT meeting and hence, all Divisional Heads, in Head Office and Zonal Heads are requested to forward a status report on references received from CBT members since 01.01.2021 in the attached proforma, latest by 05.10.2021.

Encl.: As above.

*Udita*

(Udita Chowdhary)

Addl. Central P.F. Commissioner (HQ)(Conference)

**STATUS OF ACTION TAKEN/DISPOSAL OF REFERENCES RECEIVED FROM MEMBERS, CBT, EPF**  
**SINCE 01.01.2021**

S.No.	Name of the CBT Member	No. and Date of Receipt of Reference	Subject	Concerned RO/Division of HO	Date of Acknowledgement sent to Member, CBT, EPF	Status Type (Final /Interim Reply sent/pending)	Date of Final Reply/Interim Reply sent)	Remarks
1								
2								
3								



कर्मचारी भविष्य निधि संगठन  
Employees' Provident Fund Organisation  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
(Ministry of Labour & Employment, Govt. Of India)

मुख्य कार्यालय/ Head Office,  
भविष्य निधि भवन, 14-भीकाजी कामा प्लेस, नई दिल्ली - ११००६६  
Bhavishya Nidhi Bhawan, 14-Bhikaiji Cama Place, New Delhi-110066

No. Conf. 1(1)Ref.CBT Members/2020

Dated: 18.09.2020

To,  
All ACC HQs/ACCs,  
All RPFCs in-charge of Regional Offices,

**Subject: - References received from members of Central Board of Trustees (EPF).**

Madam/Sir,

Please refer to Head Office circulars dated 11.03.2016, 17.11.2016 and 26.07.2019 (copy attached for ready reference), whereby instructions for attending to references made by Central Board of Trustees' (CBT) members were issued. It has been observed that in some cases these instructions are not being followed stringently. The matter has been reviewed and the following comprehensive guidelines are being issued for attending to communications received from CBT members.

1. It may be ensured that all references made by CBT members received in field offices/training institutes/Head Office are acknowledged immediately, at least by email, under intimation to Conference Section ([rc.conf@epfindia.gov.in](mailto:rc.conf@epfindia.gov.in)) and necessary action on the reference is taken in a time bound manner. Till final disposal of the matter, a monthly status report be sent to the CBT member (under intimation to Conference Section) by the concerned zonal head/divisional head to whom the matter pertains.
2. In case, any reference made by a CBT member is to be referred to Head Office or to any other field office, the monthly status report should mention this fact and also the timeline within which the action has to be completed.

[This issues with the approval of CPFC]

Yours faithfully,

**Sd/-**

**(Udita Chowdhary)**  
**Additional Central PF Commissioner HQ (Conference)**

**Copy to:**

All CBT Members – for information.



Employees' Provident Fund Organization  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

कर्मचारी भविष्य निधि संगठन

(Ministry of Labour & Employment, Govt. Of India)

मुख्य कार्यालय/ Head Office,

भविष्य निधि भवन, 14-भीकाजी कामा प्लेस, नई दिल्ली - ११००६६

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

No.Conf.1(1)211<sup>th</sup> CBT,EPF2016/Pt.

Dated: 25.07.2019

To

All ACC HQs/ACCs,  
All RPFC in-charge of Regional Offices,

26 JUL 2019

**Sub: Protocol for interacting with members of Central Board (EPF).**

**Ref: No. Conf.1(1)211<sup>th</sup> CBT (EPF)/2016/24619 dated 11.03.2016.**

Sir,

Concerns have been expressed by CBT members regards their correspondence not being replied to.

2. In this connection, it is advised that the instructions have already been issued vide letter dated 11.03.2016 and reiterated vide letter dated 17.11.2016. Copies of the letters are enclosed for reference and necessary action.

Yours faithfully,

**Additional Central PF Commissioner (Arif Lohani)**  
**(Conference)**



WEB CIRCULATION  
दूरभाष: 011-26186517  
फैक्स: 011-26178343

कर्मचारीभविष्यनिधिसंगठन  
**EMPLOYEES' PROVIDENT FUND ORGANISATION**  
(श्रमऔररोजगारमंत्रालय, भारतसरकार)  
**MINISTRY OF LABOUR AND EMPLOYMENT, GOVERNMENT OF INDIA**  
मुख्यकार्यालय/Head Office  
भविष्यनिधिभवन, 14, भीकाजीकामाप्लेस नई दिल्ली 110066-  
**Bhavishya Nidhi Bhawan, 14, Bhikaji Cama Place, New Delhi -110066**

Dated: 17.11.2016

No. Conf. 1(1) 211<sup>th</sup> CBT(EPF)2016

To

All Zonal ACCs,  
Regional Commissioners in-charge of ROs/SROs/ZTIs,

**Sub: Protocol for interacting with members of Central Board (EPF).**

**Ref:** No.Conf.1 (1)211<sup>th</sup> CBT (EPF)/2016/24619 dated 11.03.2016.

Sir,

Please find enclosed herewith a copy of letter dated 5<sup>th</sup> November, 2016 on the above mentioned subject received from Shri M. Jagadhiswara Roa, member CBT (EPF) regarding non-implemented the protocol for interacting with member of CBT (EPF). (Copy enclosed)

2. In this connection, it is requested to comply the instruction given in the letter dated 11.03.2016.

Yours faithfully,

Encl: As above.

*S. C. Goyal*  
(S.C. Goyal)  
Addl. Central PF Commissioner (Conf.)



Web Circulation

दूरभाष: 011-26186517

फैक्स: 011-26178343



कर्मचारी भविष्य निधि संगठन  
Employees' Provident Fund Organisation  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(Ministry of Labour & Employment, Govt. Of India)

मुख्य कार्यालय/ Head Office,

भविष्य निधि भवन, 14- भीकाजी कामा प्लेस, नई दिल्ली-110066  
Bhavishya Nidhi Bhawan, 14-Bhikaji Cama Place, New Delhi-110066  
[www.epfindia.gov.in](http://www.epfindia.gov.in)

No.Conf.1 (1) 211<sup>th</sup> CBT (EPF)/2016/

Dated: 11-03-2016

To,

Zonal ACCs,

Regional Commissioners in-charge of ROs/SROs/ZTIs

11 MAR 2016

Subject: - Protocol for interacting with members of Central Board (EPF)

Sir,

The members of Central Board (EPF) have informed that EPFO offices are not attending to them or to the references made by them to EPFO offices with due diligence. It has accordingly been felt necessary to issue following guidelines in the matter:-

1. All references made by the members of Central Board (EPF) shall be acknowledged within three working days. The acknowledgement shall be issued under the signature of officer-in-charge in case the references are received at EPF field offices or training institutes. In case of references received at EPF Headquarters the acknowledgment shall be issued under the signature of ACC of the Division to which the matter pertains.
2. Thereafter, till the final disposal of the matter under reference, fortnightly status report on the same shall be sent to the CBT member under the signature of authority mentioned in the preceding paragraph.
3. In case if any reference made by the member(s) of Central Board (EPF) requires to be referred to Central Office or any other EPF field office, fortnightly status reports shall include contact details of officer to whom such reference has been made and the timeline within which answer has been sought.

58

4. In case a member is visiting or intimating to visit any of the EPF field offices, he shall be received by the officer-in-charge of the office concerned and accorded due courtesy and welcome. It may be ensured that no complaints are received on this account from the members of Central Board (EPF).

(Issue with the approval of CPFC)

Yours Sincerely

  
(Jagmohan)

Addl. Central PF Commissioner (Conference)

Copy to: All non-official members, Central Board (EPF)