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श्रम एवं रोज़गार मंत्रालय, भारत सरकार
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EPFO, HEAD OFFICE
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA
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No. CAIU/011(72)2016 / 11583

Date: 19.10.2022

19 OCT 2022

To

All ACC (Hqrs.)/ACCs of Zones,
All Regional P.F. Commissioners-I/II (In-charge of Regional Offices)

Sub: - Modifications in the Web facility deployed in CAIU Login for registering, processing & monitoring of Complaints - reg.

References: - 1) EPFO HO No. CAIU/011(72)2016/Shram Suvidha Portal dated 03.05.2018
2) HO Circular No.CAIU/011(26)2016/Inspection/1181 dated 08.01.2021
3) HO Circular No.CAIU/011(26)2016/Inspection dated 05.03.2021

Sir,

Please refer to the HO Circulars cited 1 to 3 above on the captioned subject.

2. On review of the functionalities in the web facility launched on 5th March, 2021, policy guidelines for handling compliance related complaints and feedback received from users in ROs and ZOs, following modifications have been carried out in the web facility:

- To redress the content of references registered/permitted by Head Office/Zonal Office on the Complaint/Optional Inspection Dashboard of CAIU Portal, the concerned RO has to decide on the need for inspection in the matter based on the merits of the case and contents of the complaint in accordance with the policy guidelines issued vide C-II/Policy matters/2017-18/HO/21071 dated 14.12.2017. The ROs may proceed with complaint verification with or without assigning inspection through Shram Suvidha Portal.
- After the matter is resolved completely, with/without conducting inspection, the final resolution report has to be uploaded by the RO on the dashboard against the concerned establishment and ZO should review the same to ascertain whether the matter has been satisfactorily resolved. ZO can either mark the case as final or mark it as interim if found incomplete. Such cases would be visible under the "interim cases" column for further action by the RO concerned.
- Final communication regarding redressal of complaint to the complainant is to be given by the RO if case was uploaded under Non VIP Category and by the ZO, if case was uploaded under VIP Category. In case of VVIP cases, communicated by HO to ZO, final reply is to be given by CAIU Division, Head Office.

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- d. RO concerned can transfer any case if it is certified that the matter pertains to some other RO. In such cases, RO would have to initiate such transfer request from its login which will then move to its respective ZO for approval or Rejection. If the request is rejected by ZO, the case will return to original RO and if approved by ZO, the case will reflect in new proposed RO login.

3. The instructions contained in this communication should be followed strictly and the final resolution reports must be uploaded within stipulated time.

(This issues with the approval of Central PF Commissioner)

Yours faithfully



(Abhay Ranjan)

Additional Central P.F. Commissioner (CAIU)