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श्रम एवं रोज़गार मंत्रालय, भारत सरकार  
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EPFO, HEAD OFFICE  
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA  
BHAVISHYA NIDHI BHAWAN, 14 BHIKAIJI CAMA PLACE, NEW DELHI 110066  
www.epfindia.gov.in



No: 36295/C&PR/Conduct of Webinars by Field Offices

Date : 19-May-2022

To

All ACCs In-Charge(Zone)

**Subject : Regular Conduct of Webinars & Timely submission of Report - reg**

Madam/Sir,

You are aware that EPFO continues to interact with stakeholders namely employers, employees, pensioners, etc, through webinars. The webinars have become the means and platform for awareness generation and information dissemination related to EPF Act & Schemes, recent initiatives, new reforms/schemes, etc. The webinars have also become an instrument for improving service delivery and to seek feedback and suggestions from stakeholders.

2. In this backdrop, the detailed instructions issued vide email dated 19-June-2020 and 16-July-2020 (copies enclosed) are being reiterated to conduct regular weekly webinar by Field Offices and also advised to conduct atleast one webinar every week with maximum participants.

3. It has been observed that field offices are not conducting webinars regularly. This issue of conducting no webinar i.e no interaction with stakeholders has been taken seriously. Therefore, Zonal Heads are requested to:

- Ensure conduct of atleast one webinar per week by the Regional Offices, including District Offices, under their jurisdiction.
- Ensure submission of weekly webinar report every Friday 04:00 PM. In case of no response, a nil report may be treated,
- In case any field office conducts Zero webinar then an Explanation/Show Cause may be sought by Zonal Office from field office and the report may be forwarded to RPFCL(C&PR) through email ( rc.publicity@epfindia.gov.in ) by 05:00 Friday.

( Issues with the Approval of Competent Authority )

Encl.: As above.

Yours faithfully,

  
( S K Sangma )  
Additional CPFC (C&PR)

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**Webinar related instructions to filed offices**

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**From :** Publicity Division, EPFO, Head Office  
<rc.publicity@epfindia.gov.in>

Fri, Jun 19, 2020 03:47 PM

 1 attachment

**Subject :** Webinar related instructions to filed offices

**To :** Addl. CPFC DL,UT EPFO, Ministry of Labour Government of India, New Delhi <acc.dlut@epfindia.gov.in>, Addl. CPFC PB,HP EPFO, Ministry of Labour Government of India, New Delhi <acc.pbhp@epfindia.gov.in>, Addl. CPFC - Uttar Pradesh <acc.upbh@epfindia.gov.in>, Addl Central PF Commissioner Hubli Zone <acc.hubligoa@epfindia.gov.in>, ACCHQCHPD <acc.tnkr@epfindia.gov.in>, Zonal Office, Coimbatore (Tamilnadu - Excluding Chennai) <acc.cbe@epfindia.gov.in>, Zonal Office Pune <acc.pune@epfindia.gov.in>, Zonal Office BRJH <acc.brjh@epfindia.gov.in>, Zonal Office Kerala <acc.ker@epfindia.gov.in>, ACC Rajasthan <acc.rj@epfindia.gov.in>, Zonal Office Haryana <acc.hr@epfindia.gov.in>, EPFO Zonal Office Odisha <acc.or@epfindia.gov.in>, EPFO ZONAL OFFICE TELANGANA HYDERABAD <acc.ts@epfindia.gov.in>, Zonal Office Vijayawada <acc.ap@epfindia.gov.in>, ACC ZONAL OFFICE GUJARAT <acc.gj@epfindia.gov.in>, ACC MPCG <acc.mpcg@epfindia.gov.in>, ACC(HQ), Mumbai 1 (BANDRA) <acc.mumbai1@epfindia.gov.in>, Addl CPFC Thane <acc.thane@epfindia.gov.in>, Zonal Office NER <acc.ner@epfindia.gov.in>, Addl CPFC WB EPFO MOLE ND <acc.wbjhne@epfindia.gov.in>, ADDL.CENTRAL PF COMMISSIONER HEAD QUARTERS <acc.kargoa@epfindia.gov.in>

**Cc :** Udita Chowdhary, ACC HQ, EPFO  
<udita.chowdhary@epfindia.gov.in>

Madam/Sir,

In the wake of the nation-wide lockdown due to the COVID-19 pandemic, EPFO has taken several policy and digital initiatives to ensure uninterrupted service delivery to implement various relief measures announced by the Government of India to help the working class cope with this crisis.

2. Against this backdrop, the public outreach and awareness for the stakeholders assumed a greater significance in the absence of direct access to the PF offices for the stakeholders. CPFC has constantly emphasized the need to digitally connect through webinars, with all stakeholders of EPFO including employees, employers, pensioners, Regional Committee and CBT members.

3. As already directed by CPFC during VC and in ZOs & ROs WhatsApp group, webinars should be used by field offices as a medium for effective communication to disseminate information about new initiatives/reforms introduced by EPFO for improving service delivery, and to engage with stakeholders to obtain feedback and suggestions.

4. During the Senior Officers' Meeting held on 15.6.2020, CPFC expressed displeasure at the performance of those offices that have failed to conduct even a single webinar during the week.

5. Reiterating the earlier instructions of CPFC, all Zonal Heads are advised to ensure that webinars are conducted regularly with maximum outreach in all Regional and District Offices under their jurisdiction and furnish a weekly report, RO wise, every Saturday by 4.00PM to rc.publicity@epfindia.gov.in in the attached format.

Regards,  
Regional PF Commissioner-I  
C&PR Division, Head Office

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 **Proforma for weekly webinar report.xlsx**  
18 KB

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**Instructions regarding conduct of Webinars to disseminate information about EPFO to the stakeholders**

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**From :** Samarendra Kumar <rc.publicity@epfindia.gov.in>

Thu, Jul 16, 2020 10:53 AM

**Subject :** Instructions regarding conduct of Webinars to disseminate information about EPFO to the stakeholders

**To :** Addl. CPFC PB,HP EPFO, Ministry of Labour Government of India, New Delhi <acc.pbhp@epfindia.gov.in>, Addl. CPFC DL,UT EPFO, Ministry of Labour Government of India, New Delhi <acc.dlut@epfindia.gov.in>, Addl CPFC WB EPFO MOLE ND <acc.wbjhne@epfindia.gov.in>, ACCHQCHPD <acc.tnkr@epfindia.gov.in>, EPFO Zonal Office Odisha <acc.or@epfindia.gov.in>, Addl. CPFC - Uttar Pradesh <acc.upbh@epfindia.gov.in>, ADDL.CENTRAL PF COMMISSIONER HEAD QUARTERS <acc.kargoa@epfindia.gov.in>, ACC Rajasthan <acc.rj@epfindia.gov.in>, RO Kolhapur MH <acc.hq@epfindia.gov.in>, ZO(TS) <acc.apor@epfindia.gov.in>, Addl. CPFC GJ,MP EPFO, Ministry of Labour Government of India, New Delhi <acc.gjmp@epfindia.gov.in>, ACC HR RJ <acc.hrrj@epfindia.gov.in>, EPFO ZONAL OFFICE TELANGANA HYDERABAD <acc.ts@epfindia.gov.in>, Zonal Office Vijayawada <acc.ap@epfindia.gov.in>, Zonal Office NER <acc.ner@epfindia.gov.in>, ACC(HQ), Mumbai 1 (BANDRA) <acc.mumbai1@epfindia.gov.in>, Addl CPFC Thane <acc.thane@epfindia.gov.in>, ACC MPCG <acc.mpcg@epfindia.gov.in>, ACC ZONAL OFFICE GUJARAT <acc.gj@epfindia.gov.in>, Zonal Office Kerala <acc.ker@epfindia.gov.in>, Zonal Office Haryana <acc.hr@epfindia.gov.in>, Zonal Office Pune <acc.pune@epfindia.gov.in>, Addl Central PF Commissioner Hubli Zone <acc.hublgoa@epfindia.gov.in>, Zonal Office Patna <acc.patna@epfindia.gov.in>, Zonal Office NER <acc.ner@epfindia.gov.in>

**Cc :** Udit Chowdhary, ACC HQ, EPFO <udita.chowdhary@epfindia.gov.in>

Madam/Sir,

In continuation to the e-mail dated 19.6.2020, it has been desired by the CPFC that all Regional Offices (and District Offices under their jurisdiction), should conduct at least one webinar each week to disseminate information about EPFO to its stakeholders for improving

service delivery. The webinar can target different groups/stakeholders every week, to diversify the outreach initiatives, thus covering the following topics every month: -

- (a) PMGKY
- (b) Pension under EPS-1995, for new pensioners/those nearing retirement
- (c) General information for employees of covered establishments
- (d) General information for employers of covered establishments

2. For a more meaningful interaction with stakeholders, the field offices can utilize their resources on update information provided under FAQs, press briefs, banners and similar information uploaded on EPFO website, as well as social media creatives posted on EPFO's Facebook and Twitter accounts.

3. The Zonal ACCs should ensure that these instructions are carried out in right earnest.

Udita Chowdhary  
Additional Central P.F. Commissioner (HQ)  
EPFO Head Office  
New Delhi.

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