



ईपीएफओ, मुख्य कार्यालय  
श्रम एवं रोज़गार मंत्रालय, भारत सरकार  
भविष्य निधि भवन, 14, भीकाजी कामा प्लेस, नई दिल्ली 110066  
EPFO, HEAD OFFICE  
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA  
14, BHIKAJI CAMA PLACE, NEW DELHI 110066  
www.epfindia.gov.in



No. HRD/27/2022/Adm.Inspection/603

Dated: 02 MAY 2022

To

1. All Addl. CPFC (HQ)/All Addl. CPFC (Zones)
2. Director (PDNASS)

**Sub: Guidelines for inspection by Addl. CPFCs on visit to Regional Offices and District Offices – regarding.**

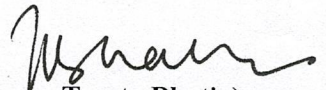
Madam/Sir,

Please refer to this office circular No.HRD/2(1)2013/Del. Of Powers/26068 dated 12.03.2014 on the subject cited above (copy enclosed).

2. In this regard, please find enclosed calendar of Administrative Inspection to be conducted by Addl. CPFCs (Zones) of all the Regional Offices/District Offices under their jurisdiction as per the circular dated 12.03.2014.
3. Necessary modification, if any, may be done by Zonal In-charge under intimation to Head Office. It may be ensured that the inspection of all the offices is completed by December, 2022 and further review and additional inspection of offices so required may be done in the months of January to March to ensure compliance by the year ending. In respect of Offices that are earmarked for April, Zonal Offices may reschedule in any of the following months under intimation to Head Office for records.
4. Regarding guidelines for inspection, the guidelines issued vide circular dated 12.03.2014 with required modification/additions under each Divisional Subject/Head in view of the amendments/changes in functioning as on date may be carried out. Suggestions on the same may be forwarded within one week for issuing of consolidated revised guidelines on the same.


Yours faithfully,

**Encl: As above.**

  
(Veena Tamta Bhatia)  
ACC (HQ), HRD

Copy to:

1. PPS to CPFC
2. PPS to FA&CAO / CVO
3. All Addl. CPFCs in Head Office
4. All RPFCs In-charge of Regional Offices including RPFC (ASD)
5. All DD (Vigilance)/ZAPs
6. All ZTIs/Sub-ZTIs
7. RPFC, NDC for web circulation
8. Hindi Section for Hindi Version
9. Secretary General, EPF Officers Association
10. Secretary General, AIEPF Staff Federation
11. Secretary General, AIEPF Employees Sangh
12. Secretary General, AIEPF SC/ST Federation
13. Guard file

  
(Uma Mandal)  
Addl. CPFC (HRD)

CALENDAR OF ADMINISTRATIVE INSPECTION BY ZONAL OFFICES													
S. No.	STATE & ZONE	Apr, 22	May, 22	June,22	Jul, 22	Aug, 22	Sep, 22,	Oct, 22,	Nov, 22	Dec,22	Jan, 23	Feb,23	March,23
											FOR REVIEW OF OFFICES WITH MAJOR ISSUES AND FOLLOW UP ON ACTION TAKEN		
1	STATE - ANDHRA PRADESH ZONE VIJAYWADA	DO VIZIANAGARAM	RO VISHAKAPATNAM	DO VIJAYAWADA, DO TIRUPATHI	RO KADAPA	DO NELLORE, DO ANANTAPUR	RO GUNTUR	DO KAKINADA, DO KURNOOL, DO ELURU	RO RAJAMUNDRY	DO ONGOLE, DO SRIKAKULAM, DO BHIMAVARAM			
2	STATE - TELANGANA ZONE HYDERABAD	DO NIRMAL, DO KHAMMAM	RO HYDERABAD (MADHAPUR)	RO HYDERABAD (BARKATPURA)	RO KUKATPALLI	RO NIZAMABAD	RO PATANCHERU	RO KARIMNAGAR	RO WARANGAL	RO SIDDIPET			
3	STATE - KARNATAKA ZONE BENGALURU	RO TUMKUR	RO BENGALURU (KORAMANGALA)	RO K R PURAM (WHITEFIELD), DO KOLAR	RO BENGALURU (MALLESWARAM)	RO BENGALURU (CENTRAL)	RO BENGALURU (ELECTRONIC CITY)	RO PEENYA	RO RAJAJESHWARI NAGAR	RO YELAHANKA			
4	STATE KARNATAKA & GOA ZONE KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	DO BIDAR, DO BAGALKOT	RO MYSORE, DO MADIKERI, DO MANDYA	RO HUBLI, DO BELAGAVI	RO GOA, RO UDUPI	RO MANGALORE, RO RAICHUR	RO BELLARY, DO HASSAN	RO SHIMOGA, DO DEVANAGERE	RO GULBARGA, DO KARWAR	RO CHIKAMAGALUR, DO BIJAPUR			
5	STATES : BIHAR & JHARKHAND ZONE - BR & JH	DO DEOGARH,	RO PATNA, DO GAYA	DO BOKARO, DO DHANBAD	RO JAMSHEDPUR, DO GIRIDIH	DO DARBHANGA, DO KATIHAH	RO RANCHI, DO SAHIBGANJ	DO KODERMA, DO CHAIBASA	RO MUZAFFARPUR, DO ROHTAS	RO BHAGALPUR, DO MUNGER			
6	STATE - TAMIL NADU ZONE - CHENNAI & PUDUCHERRY (CHENNAI)		RO CHENNAI (SOUTH)	RO TAMBARAM	RO CHENNAI (EAST)	RO VELLORE	RO AMBATTUR	RO PONDICHERRY					
7	STATE TAMIL NADU ZONE TAMIL NADU (EXCLUDING CHENNAI)	DO OOTY, DO COONNOOR	RO COIMBATORE, DO POLLACHI	RO NAGERCOIL, DO TIRUPPUR	RO SALEM, DO ERODE	DO KRISHNAGIRI, DO SIVAKASI, DO THANJAVUR	RO MADURAI, DO DINDIGUL	DO TUTICORIN, DO CUDDALORE	RO TRICHY, DO KARUR	RO TIRUNELVELI, DO KUMBAKONAM			
8	STATE GUJARAT, ZONE - GUJARAT	DO SURENDRANAGAR	RO AHMEDABAD, DO HIMMATNAGAR	RO VADODARA, DO JAMNAGAR	RO VAPI, DO GANDHIDHAM	RO RAJKOT, DO MAHESANA	RO SURAT, DO BHAVNAGAR	RO BHARUCH, DO NADIAD	RO NARODA, DO JUNAGADH	RO VATWA			
9	STATE HARYANA ZONE FARIDABAD	DO YAMUNANAGAR	RO GURUGRAM (EAST)	DO SONIPAT	RO GURUGRAM (WEST)	DO PANIPAT	RO FARIDABAD	DO AMBALA	RO KARNAL	RO ROHTAK, DO HISAR			
10	STATE KERALA ZONE THIRUVANANTHAPURAM	DO WAYANAD	RO KOCHI (COCHIN)	DO THRISSUR, DO MUNNAR	RO THIRUVANANTHAPURAM	DO PALAKKAD, DO ALAPPU	RO KOZHIKODE	RO KOTTAYAM	RO KOLLAM	RO KANNUR			
11	STATES MP & CHHATSGRH ZONE MP & CHH	DO, ITARSI	RO RAIPUR, DO BILASPUR	RO INDORE, DO KHANDWA	RO BHOPAL, DO DHAR	RO JABALPUR, DO SATNA	RO GWALIOR, DO CHHINDWARA	RO UJJAIN	RO SAGAR	DO RATLAM			
12	STATE MAHARASHTRA, ZONE BANDRA (MUMBAI I)		RO MUMBAI (NARIMAN POINT)		RO MUMBAI (POWAI)		RO MUMBAI (DADAR)		RO MUMBAI (BANDRA)				
13	STATE MAHARASHTRA, ZONE THANE ( MUMBAI II)		RO VASHI		RO KANDIVALI (EAST)		RO KANDIVALI (WEST)		RO THANE (SOUTH)	RO THANE (NORTH)			
14	STATE MAHARASHTRA, ZONE - MAHARASHTRA(EXCLUDING MUMBAI)(PUNE)	DO AMRAVATI	RO PUNE (PUNE CANTT)	RO PUNE (AKURDI)	RO NASIK, DO JALGAON	RO NAGPUR, DO CHANDRAPUR	RO KOLHAPUR	RO AURANGABAD	RO SOLHAPUR	RO AKOLA DO AHMEDNAGAR,			
15	STATE ODISHA, ZONE BHUBANESHWAR	DO BARBIL	RO BHUBANESWAR	DO CUTTACK	RO ROURKELA	DO SAMBALPUR	RO BERHAMPUR	DO RAYAGADA	RO KEONJHAR	DO BALASORE			

CALENDAR OF ADMINISTRATIVE INSPECTION BY ZONAL OFFICES													
S. No.	STATE & ZONE	Apr, 22	May, 22	June,22	Jul, 22	Aug, 22	Sep, 22,	Oct, 22,	Nov, 22	Dec,22	Jan, 23	Feb,23	March,23
16	STATES PUNJAB & HIMACHAL PRADESH, ZONE CHANDIGARH	DO MOGA	RO CHANDIGARH, DO PATIALA	RO SHIMLA, DO BADDI	RO LUDHIANA, DO MANDI GOBINDGARH	RO JALANDHAR, DO PHAGAWARA	RO BHATINDA, DO SANGRUR	RO AMRITSAR, DO BATALA	DO KULLU, DO PALAMPUR	DO HOSHIARPUR, DO NAHAAN			
17	STATE RAJASTHAN, ZONE JAIPUR	DO BHARATPUR	RO JAIPUR	DO ALWAR, DO PALI	RO UDAIPUR	DO AJMER, DO BIKANER	RO JODHPUR	DO BHILWARA	RO KOTA DO SRIGANGANAGAR	DO JHUNJHUNU			
18	STATE UTTAR PRADESH, ZONE KANPUR	DO SAHARANPUR	RO NOIDA	RO MEERUT, DO MUZAFFARNAGAR	RO LUCKNOW	RO KANPUR	RO VARANASI	RO AGRA, DO ALIGARH	RO BAREILLY, DO MORADABAD	RO GORAKHPUR, RO ALLAHABAD			
19	STATE - ASSAM, TRIPURA, MEGHALAYA, MANIPUR, ARUNACHAL PRADESH, NAGALAN, MIZORAM, ZONE NER	DO DHARMANAGAR	RO GUWAHATI	DO BONGAIGAON, SSO IMPHAL	RO SHILLONG	DO CACHAR, SSO ITANAGAR	RO TINSUKIA	DO JORHAT, SSO DIMAPUR	RO AGARTALA	DO TEZPUR, SSO AIZWAL			
20	DELHI & UTTARAKHAND, J&K , ZONE - DELHI & UK & J_K		RO DELHI (NORTH)	RO DELHI WEST, RO JAMMU	RO DELHI (EAST), RO LADAKH	RO DELHI SOUTH RO SRINAGAR	RO DELHI (CENTRAL)	RO DEHRADUN	RO HALDWANI,				
21	WEST BENGAL, A&N ISLANDS, SIKKIM, ZONE KOLKATA	SSO GANGTOK	RO KOLKATA	RO PARK STREET, DO ALIPURDUAR	RO JANGIPUR, RO DARJEELING	RO HOWRAH, DO MALBAZAR	RO DURGAPUR, DO MIDNAPORE	RO BARRACKPORE (TITAGARH), RO PORT BLAIR	RO SILIGURI, DO SREERAMPORE	RO JALPAIGURI			





कर्मचारी भविष्य निधि संगठन  
**EMPLOYEES' PROVIDENT FUND ORGANISATION**  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)  
मुख्यालय, भविष्य निधि भवन/HEAD OFFICE, BHAVISHYA NIDHI BHAWAN  
14, भीकाजी कामा प्लेस, नई दिल्ली-110066  
**14-BHIKAJI CAMA PLACE, NEW DELHI-110066**  
www.epfindia.gov.in; www.epfindia.nic.in

No. HRD/2(1)2013/Del. of Powers

Date:

26068

12 MAR 2014

To

1. All Addl. CPFCs
2. Director (NATRSS)

Sub: Guidelines for Inspection by Additional CPFCs on visit to Regional Offices and Sub-Regional Offices- reg.

Sir,

In continuation of the Head Office existing instructions no. HRM I/D-16(1)/2006/1504 dated 09.04.2009, the guidelines for inspection by Addl. CPFCs on visit to ROs/SROs are as under:-

**Last Inspection**

- Record the date of last visit.
- Check the ATR on the last inspection and certify its status (satisfactory/unsatisfactory)
- List out the pending issues, if any, related to the last inspection.

**ACCOUNTS**

- Check whether daily entry of claims received through dak is being done
- Check the reasons for pendency of 5 oldest claims each of EPF, EPS and EDLI.
- Check 5 oldest pending inter office and inter estt. Transfer cases.
- Check 5 oldest cases pending for updation of annual accounts of Establishment and record the delay
- Sample checking of returned/rejected claims and also analyze the reasons if the ratios of such claims are high.
- Sample check of accounts related registers maintained.
- Sample check whether the prescribed register required to be maintained at the back end is done on daily basis.
- Check the level of customer satisfaction by having telephonic conversation with 3-4 beneficiaries randomly picked.

Contd../2

- Per capita disposal of claims.
- Whether OTCP portal is effectively used for transfer of claims and no physical Annexure-K is transferred by post by the office.
- Progress of collection of digital signatures.
- Whether Annual Accounts are complied taking into accounts all the remittance made by the Establishment.
- Whether interest on belated credit and debit balances is recovered from State Bank of India.
- Whether Over Payment Committee meets regularly and the overpaid amount is recovered from the concerned Officers/Officials.
- Whether return rejection ration is within the justified limits.
- Whether OICs are conducting review meetings of Enforcement Officers every month and review reports are being submitted to the next two higher level officers.

#### **CASH**

- Check to see that upto date cash reconciliation has been done.
- Check whether cheques received in the office are being entered in VDR and being deposited in the bank on daily basis. Also check whether encashment of these cheques is being kept track of.
- Check whether daily fund transfer is being done. Any delay of more than 7 days in depositing financial instrument in the bank may be recorded and action recommended against erring officer.
- Sample check to see whether negative balances are being attended to on an urgent basis.
- Sample check the time taken by the banks in realization of cheques.
- Check whether any amount is lying in suspense due to lack of timely bank reconciliation.
- Check whether all accounts opened by the RO/SRO are saving bank accounts and not current accounts.
- Record areas where there is no responses on the part of the bank on the issues raised by the RO/SRO.

- Sample check returned/undelivered cheques and also verify whether all returned cheques are being entered in the register of undelivered cheques.

#### **FACILITATION CENTRE**

- Visit the facilitation centre and speak with few members to get their feedback.
- Check the infrastructure like availability of drinking water, wash rooms, seating facility, availability of PRO, display of scheme related information, cleanliness, average waiting time for each member and satisfaction of members with response from the officials manning the facilitation counter.

#### **COMPLIANCE**

- No. of establishments not registered under ECR. Sample Checking of 5 such establishments
- Establishments registered under ECR and not depositing contribution should be sample checked.
- Check if any establishment had been registered more than once.
- Check 5 oldest 7A cases, record reasons for pendency and give a roadmap for its disposal.
- Check 5 oldest pending and 5 cases involving highest amount Recovery Certificates in the realizable category.
- Check if the RRCs classified as not immediately recoverable have been correctly classified.
- Check 5 oldest 14B cases, record reasons for pendency and give roadmap for its disposal.
- Check whether all known ECR furnishing companies have been classified into various categories as prescribed.
- Check 5 sample cases where assessed amount under *Section has been recovered and scrutinized whether there is any discrepancy between 3A/6A provided by the establishment. And the amount recovered for the corresponding period of assessment.*
- Check whether 7A enquires are kept in abeyance/adjourned sine die but shown as disposed.

- Check the number of EDLI Exemption cases which have been given relaxation but not forwarded to Zonal Office or Head Office for issue of notification.
- Check coverage of establishments covered under Section 1(4) of the Act (voluntarily) and the cases which are yet to be submitted to the Zonal Office/head Office for issue of notification.
- Timely submission of Tour Programme / Tour Diary of Enforcement officers and its approval.

#### **PENSION**

- Updation of member master
- Check whether all Input Data Sheets transferred from other regions have been entered in the system.
- Check 5 sample cases of pension where PPOs have been issued but pension has not been disbursed for some time.
- Check the reconciliation date upto which pension reconciliation has been done.
- Ensure that PPO files are stored properly in serial order
- Pension disbursement has been made in time during the last 3 months
- CBS (Core Banking System) account numbers have been updated for all pensioners – can be checked from BRS
- Reconciliation of BRS payment vouchers are carried out on regular basis
- Regular meetings with pension disbursement banks have taken place to ensure resolution of outstanding issues
- Cash book of pension disbursement bank are maintained and updated and reconciled
- PPO change and amendment requests from pensioners/beneficiaries are attended and disposed of timely
- Payment of correct service charges to pension disbursement banks
- Check PPO files randomly to ensure that irrelevant documents have not been called for from the pensioners/beneficiaries
- Life certificates received are taken on record and updated timely and without delay



- Check the level of customer satisfaction by having telephonic conversation with 3-4 pensioners randomly picked.

#### **RECEIPT & DESPATCH**

- He may visit the receipt /dispatch section and sample check whether every document/letter/paper is being registered and accounted for.
- He may check whether the dak reaches the concerned on daily basis or not
- He may record any other issue that he thinks need monitoring/improvement.
- He may sample check whether the dispatch is being done on the same day and as to whether the speed post is actually being sent on the same day.
- He may sample check the receipt register to see whether an entry of the final action taken on the receipt has been done.

#### **GRIEVANCE**

- EPFIGMS rating to be checked and Sample check of 5 cases. Do indebt analysis of pending grievances.
- He may sample check complaints received on EPFIGMS.
- He may check beneficiary feedback received over EPFIGMS and suggest systemic improvement based on this feedback.
- Reasons for poor resolution of grievances.

#### **Physical Facilities**

- Check if proper overhead Signage at Main gate / Boundary wall is there
- Check whether proper parking space is available Status of Horticulture work may be checked
- General ambience and cleanliness may be checked
- Security at the main entrance of office building may be checked for adequacy
- Check if proper seating arrangement is there near reception
- Check the availability of drinking water facility with cold and normal water
- Check the maintenance of wash rooms
- Check the maintenance and operation of Lifts
- Check if adequate power back-up is there
- Check the availability of ACs/Coolers/Fans as per climatic conditions
- Check whether there are disable friendly provisions in the building



- Check the maintenance of Fire Fighting equipments
- Check the availability of AMC for building, lifts and Electrical gadgets, fire fighting equipments etc.
- Check if the corridors are obstruction-free
- Check whether disposal of unserviceable material and weeding out of old records
- Check the suggestion book has been done at the Reception
- Check whether there is a Notice/information Board at the Reception
- May check the general maintenance of the campus

### **Legal Issues**

- Check whether there is a court case monitoring system in place
- Check the periodicity of monitoring at RPFC-in-charge's level
- Check the handling of all contempt cases
- Check 5 cases of stay where highest amount of dues is involved
- Check 5 ongoing High Court cases
- Check 5 ongoing CAT cases and Consumer Forum cases
- Check 5 cases pending for challenge/implementation of court order
- Check if all counter affidavits/replies have been filed in time in court
- Check if any SLP has been filed without CPFC's approval
- Check if in all cases, where CPFC is a respondent draft replies have been got vetted by Head Office and CPFC's approval has been taken.
- Check whether vacation Petition/Expeditious hearing applications have been filed in stay orders/long pending matters respectively.

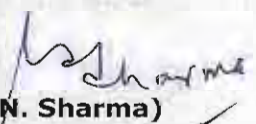
### **MISCELLANEOUS ISSUES**

- Whether the Office is maintaining the discipline and decorum of the office expected from a Government Organisation.
- Whether action is being taken against officials who are as unauthorised absence.
- Whether the Staff matter such as regularisation, promotion, MACP etc. is being completed on time.
- Whether vigilance matters are being handled within the time frame.
- Whether there is any disciplinary case pending in the Office which is unduly delay.

- Whether the Audit Paras (IAP and AGs) are timely and appropriately attended by the concerned offices.
  - Should check whether there is equitable work distribution within the office.
  - May note the name of 5 best and 5 worst employees as informed by the RC-I of the Region or RC-II of the SRO.
2. In addition to the above, Addl. CPFC is free to make a mention of any other issue that requires urgent attention of the RPFC - in-charge of the RO/SRO. He may also record the details of the bottlenecks which require immediate attention of the Head Quarters.
3. The above guidelines are illustrative and not exhaustive.

[This issues with the approval of CPFC]

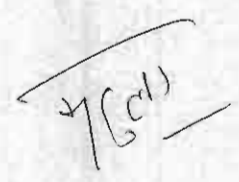
Yours faithfully,

  
(V.N. Sharma)

**Addl. Central PF Commissioner (HR)**

Copy to:

1. All Addl. CPFCs in Head Office.
2. FA & CAO
3. Chief Vigilance Officer
4. Chief Engineer
5. All RPFCs (ROs & SROs) & RPFC (ASD)
6. All RPFCs (ZTI)
7. All Officers in Head Office.
8. Director(Audit)/All DD(Audit)/ All IAPs
9. The RPFC, NDC – for uploading it on the official website.
10. Assistant Director (OL) for issuing Hindi version.
11. The Secretary General, EPF Officers Association
12. The Secretary General, AIEPF Staff Federation
13. The Secretary General, AIEPF SC / ST Staff Federation
14. Guard File.

  
(Mridula Ghai)

**Regional PF Commissioner-I (HRD)**