



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  
BHAVISHYA NIDHI BHAWAN, 14, BHIKAJI CAMA PLACE, NEW DELHI 110066

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

No.: Pension/2022/49812 / 9243

Dated: 18 JUL 2022

To,

All Addl. CPFCs, Zonal Offices  
All RPFCs, Regional Offices

**Sub:** Monitoring pending pension claims at Transferee Offices after issuance of IDS.

Madam / Sir,

It has been observed that while transferring IDS, with or without PPO, from one Regional Office to another, PPOs issuance in time is not ensured by many field offices. . Ideally after receipt of documents, the offices which received IDS with or without (Transferee office) should issue the PPO within 7 days and start disbursement of pension after requisite verification. But cases are shown pending including some cases for years together at the level of transferee offices. Such huge delays in the processing of IDS and issuance of PPOs, spoils the image of the organization.

2. The matter was reviewed by CPFC in one of the SOMs and it was decided that IS division will make necessary changes in the Software / Unified Portal for the said purpose. Further, a Dashboard facility in MIS shall be deployed which may be effective in monitoring of all such pending IDS by both transferor and transferee offices.

3. Till such time that the above changes are effected and the Dashboard is deployed, a downloadable file facility in MIS has been provided (located in **MIS>>Download>>Misc Downloads>Office files MIS**). It should be downloaded on **daily** basis by all OICs of ROs and they should clear present pendency in respect of their offices . This should be monitored by Zonal ACCs.

4. Old IDS cases be processed after due diligence for issuance of PPOs and any requisite improvement in report should be brought to the notice of IS division under intimation to Pension division of HO. It may be kept in mind that in cases pending more than 1 year, DLC / LC should be taken

wherever claimant is not himself/herself following up with office for processing of pending pension claims.

4. Accordingly, all the field offices are advised to make use of the above facility and monitor the pendency of such IDS cases, so as to dispose them off promptly.

[This issues with the approval of CPFC.]

Yours faithfully,

*Vishal Agarwal*  
18.07.2022

**Vishal Agarwal**

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