



कर्मचारी भविष्य निधि संगठन  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
**EMPLOYEES' PROVIDENT FUND ORGANISATION**  
(Ministry of Labour & Employment, Govt. of India)  
मुख्य कार्यालय / Head Office  
भविष्य निधि भवन, 14-भौकाजी कामा प्लेस, नई दिल्ली-110 066.  
Bhavishya Nidhi Bhawan, 14, Bhikaiji Cama Place, New Delhi - 110 066.

No. CSD/2022/REVIEWMEETING/E-53499/

Dated: 27.10.2022

To

All ACC(Zones),  
All RPFC/OIC in-charge of ROs

27 OCT 2022

**Sub: Monthly Review meeting on Pendency and disposal of Public Grievances by MOL&E on 27.9.2022**

Madam/Sir,

In the review meeting, it was categorically directed by Additional Secretary, MOL&E that Public Grievance on CPGRAM Portal should be resolved within 7 days.

2. In no case any Grievance should be allowed to remain pending beyond 15 days. Henceforth this will also be reviewed by Ministry.
3. If any Grievance is found pending beyond 30 days then responsibility shall be fixed.
4. In view of above RPFC-I and Zonal ACC to regularly review pendency of Public Grievances and ensure NIL pendency above 15 days.
5. It is informed that an SOP has already been sent to all ZOs/ROs vide this office mail dated 13.09.2022. A copy of the same is enclosed is for necessary action.

(This issues with approval of competent authority)

Yours faithfully,

Encl: As above.

  
(S. K. Sangma)  
Addl. Central P.F. Commissioner (CSD)

COPY TO: RPFC (NDC) for web upload.

## Standard Operating Procedures for Redressal of CPGRAMS/Appeals Cases

- All cases pending beyond 7 days from the date of receipt should be monitored by RPFC-1/OIC of the offices concerned.
- ACC, ZONE should review all the cases beyond the stipulated time especially DPG taken up and PMO cases while reviewing the offices under his/her jurisdiction.
- All the DPG taken-up/ Return/Appeal cases must be personally monitored by RPFC-I/OIC and in no case below the rank of RPFC-II.
- While resolving DPG taken up/ return/Appeals cases excluding PMO/DOPPW cases, the feedback of member must be obtained mandatorily and uploaded alongwith reply on the portal. The member/complainant must be informed through the available mode of communication especially through email.
- In case of grievance related to death claims the claimant should be provided all required guidance to fill up the claim forms by the nearest PF office irrespective of the fact where the deceased member's account was being maintained.
- In case of grievance related to death claims, where PPO is to be issued from offices other than where the PF Account of the deceased member is being maintained, it should be the joint responsibility of all concerned offices to dispose the grievance by issuing PPO within 07 days of the receipt of completed claim form. In such cases it should be the joint responsibility of the OICs concerned to ensure the disposal up to the satisfaction of claimant.
- While disposing the grievance related to EDLI claim it must be ensured that all the previous PF accumulations, if any, have been taken into account to decide the eligibility for quantum of benefits.
- In the case of grievance involving more than one office, the final disposing office should co-ordinate with the other concerned offices and after getting required information/documents the grievance should be disposed finally.
- Similarly for grievances related to Head Office the division must coordinate with each other for the grievance which has been transferred to other division/NDC.
- In all the grievances related to withdrawal, where transfer -in is involved, the office where settlement is to be made should co-ordinate with the transferor offices before resolution of grievance.
- While disposing grievances related of withdrawal credit report should be uploaded on portal and in case of PPO, calculation sheet should be uploaded alongwith the reply invariably.
- In exception the grievances related to Legal/compliance/recovery/policy related should be disposed with suitable interim reply.
- The grievance pertaining to other office must be returned on the same day by the office which has received it.
- Similarly for grievances which does not pertain to a particular division of Head Office the division must return the case on the same day.
- In case of long period of resolution, the complainant should be kept informed at each stage of progress.