



कर्मचारी भविष्य निधि संगठन

Employees Provident Fund Organisation

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA)

मुख्य कार्यालय/Head Office

प्लेट ए, ग्राउंडफ्लोर, ब्लॉक-II, ईस्ट किडवाई नगर, नई दिल्ली-110023

Plate A, Ground Floor, Block II, East Kidwai Nagar, New Delhi-110023

Website: www.epfindia.gov.in, www.epfindia.nic.in



No. CSD-II/CSDISSUES/2024/E-844515

Dated: 08.07.2025

To,

All Addl. CPFCs (HQ)/Addl. CPFCs/
All Regional PF Commissioners/OICs

Subject: Proper functioning of PRO- Strengthening of Communication Channels- reg.

Madam/Sir,

Kind attention is invited to Circular CSD-I/Facility Centre/2019/10028 dated 23.12.2019 and CSD/PRO/2024/3616 dated 19.07.2024 (copy enclosed) regarding review/follow up of Portal Grievances and proper functioning of PRO/upgradation of facilitation centres.

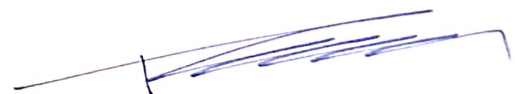
2. In FY 2024-25, EPFO received nearly 20 lakh grievances from its stakeholders through various platforms. This volume reflects the need to improve our grievance system and to address stakeholder's issues constructively. PROs in Regional Offices can play a crucial role in providing timely, efficient, empathetic and effective member services thus resolving stakeholder's issues and in turn reducing grievances. The following instructions are being issued to streamline functioning of PROs, improve grievance redressal in Offices and restore stakeholder trust:

- i. Experienced and adequate number of Officials with soft skills be posted in the PROs. It should be ensured that the Officials posted are aware about latest SOPs, circulars and amendments so that they can provide correct information to stakeholders for which regular briefings and knowledge-sharing sessions be done.
- ii. The concept of "Officer of the Day" be initiated, wherein a Group-A Officer will be available at PROs at least for an hour on all working days to attend to stakeholder's grievances/queries. Regional Offices are free to decide the timings for this, but it should be ensured that timings should be such when maximum footfall is in facilitation center. The concept of "Officer of the Day" along with timings should be prominently displayed in the Office premises.

- iii. The details of visitors/stakeholders with their grievances/issues be recorded and the issues of visitors who have made more than 01 visit for the same issue should be resolved on priority.
- iv. OIC's to ensure that any long pending grievance's in offices are identified and resolved on a priority basis. As a standard protocol, no Grievance or grievance related document should remain unattended for more than 7 working days on any official's desk.
- v. A feedback register for visitor's feedback be maintained to gauge the satisfaction levels and to identify areas requiring service improvement.
- vi. It should be ensured that Office Landline numbers are adequately manned and issues or grievances raised telephonically by members are documented and resolved.
- vii. OICs to review the functioning of PROs on a daily basis to assess the performance of PROs and to monitor grievance redressal. Zonal Offices to conduct regular review of performance of Regional Offices on Grievance resolution along with functioning of PROs.
- viii. In cases, where grievance resolution takes time, stakeholders be informed of the expected timeline and reason for the delay, such transparent communication will help in reducing member anxiety and repeated visits to Regional Offices.
- ix. The OIC should make it an important point that their surprise visits to the PRO area would immensely improve the working of the PRO.

(This issues with the approval of Competent authority).

Yours faithfully,



(Pankaj)
Addl. CPFC(HQ)- (CSD)

Encl: As above



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EMPLOYEES' PROVIDENT FUND ORGANISATION
 श्रम एवं रोजगार मंत्रालय, भारत सरकार
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA
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 Website: www.epfindia.gov.in, www.epfindia.nic.in



No- CSD/PRO/2024/ 3616

Date: 18.07.2024

To,

All Addl. Central P.F. Commissioners (Hqrs.), Zones
 All Addl. Central P.F. Commissioners, Zones
 All Regional P.F. Commissioners/In-charge of ROs,

18 JUL 2024

Subject: - Proper functioning of PRO- Strengthening of Communication Channels -reg.

Madam/Sir,

Attention is invited towards Circular no CSD-I/Facility Centre/2019/10028 dated 23.12.2019 wherein elaborate directions were issued for proper functioning and up-gradation of the PRO/facilitation centres. The functioning of the PROs/facilitation centres in the field offices was reviewed and it has been observed that the facilitation centres manned by the Public Relation Officer have not been able to effectively ensure seamless communication with the members causing avoidable inconvenience to the members/Citizens. One of the prime reasons identified for the same is improper handling of the Phone calls on the Telephone at the PRO.

Instances of calls going unanswered, incorrect details of the PRO and telephone numbers on the website, causal handling of the calls with general replies as well as non-logical addressing of the member query have been noticed leaving member experience a regrettable one.

As such the Public Relations officer has to ensure that channel of communication is not impeded with the visitors as well as on the calls coming on the PRO Telephone. To ensure the same, the following set of guidelines has to be adhered to optimize service quality and responsiveness: -

- Caller ID-enabled Telephone numbers are provided at the PRO with Telephone numbers at the PRO updated and details of the PRO along with all the telephone numbers at the PRO are mentioned on the EPFO Website. It has to be ensured that the phones remain operational during working hours and technical disruptions have to be attended promptly to avoid communication breakdowns.
- The calls on the telephones are attended to promptly and properly. PROs are expected to answer all incoming calls courteously and professionally, providing a positive first impression of the EPFO.

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- c. The PRO phones have to be attended on shift basis for which PRO may institute a roaster system. The endeavor should be on the maximum possible resolution of the query on the phone and avoid a general mundane reply. A humane approach in line with the service ethos of the organization is to be followed.
- d. In instances where the designated PRO is unavailable, it is important that another team member is deputed to attend the call or take a detailed message, ensuring that no caller has been left unattended. It is also essential to minimize the duration for which callers are put on hold to prevent frustration and to convey respect for their time.
- e. Timeliness in attending calls is another critical aspect of the guidelines. Calls should be answered promptly, and in situations where a PRO is occupied, a callback facility should be made as soon as they are available. This demonstrates a commitment to service and respect for the caller's time.
- f. Politeness and clarity in communication cannot be overstated. PROs must maintain a polite and patient demeanour with all callers, regardless of the nature of the enquiry or the caller's attitude.
- g. Clear communication involves not only the tone of voice but also the provision of accurate and relevant information, ensuring that the caller's needs are effectively met.
- h. Documentation is a key component of the call-handling process. PROs should maintain a comprehensive log of all incoming calls, recording details such as the caller's identity, the purpose of the call, and any actions taken. This log serves as a valuable resource for tracking inquiries, monitoring service quality, and following up on any pending queries or requests. It is a testament to the EPFO's commitment to accountability and continuous improvement in public service.

In conclusion, the guidelines for PROs at EPFO offices are designed to foster a professional and responsive environment that values clear communication, prompt service, and courteous interaction. By adhering to these principles, PROs can significantly enhance the public's perception of the EPFO and ensure that every call is handled with the utmost efficiency and care. Effective communication is the cornerstone of public service, and every interaction is an opportunity to reinforce the EPFO's dedication to serving the nation's employees. The same needs to be imbibed in organizational work culture as well as attitudinal orientation.

(This issue with the approval of CPFC)



(AMIT KATOCH)

Addl. Central P.F. Commissioner (HQ)
Customer Service Division

Copy to (through EPFO website) for information and necessary action: -

- i. RPFC (NDC) for web upload
- ii. PS to CPFC, FA&CAO and CVO for information
- iii. Hindi section for Hindi version



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(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-भोकाजी कामा प्लेस, नई दिल्ली-110 066.
Bhavishya Nidhi Bhawan, 14, Bhikaiji Cama Place, New Delhi - 110 066.

CSD-I/Facility Centre/2019/10028

Dated : 23.12.2019

23 DEC 2019

To,

All Additional Central P.F. Commissioners, Zones
All Regional P.F. Commissioners/In-Charge of ROs,

Sub : Review/Follow up of Portal Grievances and proper functioning of PRO/
Upgradation of facilitation Centres- reg.

Madam/Sir,

During Senior Officers' Meeting held on 25.11.2019 concern was expressed towards the quality and timely disposal of grievances and responses furnished by the Field Offices.

2. Further, it has been observed that the facilitation Centres manned by Public Relation Officer in field offices are not functioning properly. It was also found that either phone call made to PRO cell were not being picked up or were continuously going busy. It was also found that in many cases the name and other details of the PRO like phone number etc. published in telephone directory on website were not correct. Members have also complained that even when their calls are picked up they do not get satisfactory reply and they are not being connected to senior officers for redressal of their grievances.

3. As PRO is often the first point of contact of organisation with stakeholders; it is imperative that PRO section is well organised with neat & clean ambience having adequate amenities for visitors. The PRO section should be equipped with manpower having adequate soft skills to deal with public.

4. Hence all Zonal ACCs & RPFCs are hereby requested to oversee the functioning status of PROs of the offices under their administrative jurisdiction and take appropriate measures to streamline the working. The officers and staff handling the grievances should be sensitized to deal with the members and complainants in a more polite manner. RPFC In charge of Regions shall be personally responsible to ensure proper and effective functioning of PRO/Facilitation Centre of her/his office and it is reasonable that she/he shall visit PRO wing/Facilitation Centre at appropriate hours to interact with visitors & take their feedback and to take a stock of the facility and functioning of the officials.

5. It has come to the notice that there is a lack of sufficient hardware infrastructure in the PGHS Cells in the field offices which is causing delay and difficulty in the efficient handling and timely disposal of Public Grievances. Therefore, it is of utmost importance that the Public Grievance division/cells should be strengthened by providing sufficient manpower, equipped with latest infrastructure & hardware wherever needed.

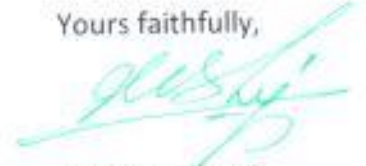
The following, among others, shall be installed/provided at the facilitation centre immediately, if not already in place :-

- (a) Internet Kiosk
- (b) Large TV Screen (to run documentaries/Ideals of EPFO)
- (c) Electronic Token System (wherever visitors are in large no.) Electronic
- (d) Wheel Chair for the physically challenged.
- (e) Drinking water facility, proper seating arrangement etc
- (f) Some Posters w.r.t. EPFO's working also need to be displayed .

Feedback with reference to Manpower deployed infrastructure installed and total no. of visitors every month may be submitted to this office by 31st January 2020.

(This issues with the approval of CPFC.)

Yours faithfully,



(Maruti Bhoyi)

Addl. Central P.F. Commissioner (CSD)