



ईपीएफओ मुख्य कार्यालय EPFO HEAD OFFICE
भविष्य निधि संगठन, श्रम एवं रोज़गार मंत्रालय, भारत सरकार
EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT, GOVERNMENT OF INDIA



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No: Legal/2026/2/Misc/E-1265224

Date : 05.03.2026

To,

All Additional CPFCs (In-charge of Zones)

All RPFC-I / OICs (Regional Offices)

Subject: Leveraging forthcoming *Nidhi Aapke Nikat (NAN 2.0)* on 27 March 2026 for systematic resolution of pending consumer forum cases

Madam/Sir,

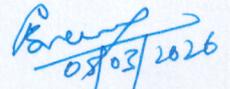
It has been observed that approximately 3219 cases are pending before various District Consumer Disputes Redressal Fora (DCDRF) and State Consumer Disputes Redressal Commissions (SCDRC) across the country. The zone-wise list of such cases is enclosed at Annexure-I.

2. Preliminary review indicates that many of these cases arise from basic and rectifiable service grievances such as pension/EPS calculation, interest credit, member profile correction, claim/settlement delays, and other service-related matters. If addressed in a timely and structured manner, a significant number of cases may be resolved amicably, thereby reducing avoidable and prolonged litigation.
3. In this context, all Zonal Offices and Regional Offices are advised to undertake a focused drive for resolution of such grievances, with a view to reducing litigation at the District and State levels. The forthcoming *Nidhi Aapke Nikat (NAN 2.0)* scheduled on 27 March 2026 may be utilised as a special opportunity to facilitate resolution of these cases in a systematic and organised manner. The following action points shall be ensured:
 4. (i) Identify all cases pending before DCDRF/SCDRC relating to your jurisdiction (as per Annexure-I and LIMBS).
 - (ii) Scrutinise each case and prepare a shortlist of probable/fit-for-settlement cases that can be resolved administratively as per extant rules/procedure.
 - (iii) Reach out to the member/petitioner **in advance through letter/SMS/e-mail/telephone**, if required obtain all additional details, either resolve them beforehand and/or inform them about the NAN programme, and invite them with a fixed time-slot, wherever feasible. Members may be advised to carry relevant documents such as UAN, PPO/claim particulars, KYC/identity documents, and bank details, as applicable.
 - (iv) Keep all relevant records, file notes, and case details ready to enable meaningful interaction and on-the-spot resolution, wherever feasible.
 - (v) Ensure proper documentation of discussions held and action taken (including speaking action/next steps), for reporting and monitoring.

- (vi) If member agrees and is satisfied with the resolution of their problem/grievance, request them to file an affidavit with the respective consumer forum, clearly stating that their problem has been resolved and they wish to withdraw their petition.
5. Additional CPFC (Zone In-charge) shall personally supervise and ensure successful implementation of the entire exercise for identification, member outreach, and resolution/settlement of consumer forum cases through NAN 2.0, and shall monitor compliance by all ROs/DOs under the Zone, including timely submission of the post-programme report as per Annexure-II.
 6. Further, RPFC-I (Legal), Zonal Office shall act as the nodal officer for effective monitoring and consolidation. A brief report indicating (a) number of cases identified, (b) members contacted, (c) cases resolved/settled and affidavit filed with the consumer forum, and (d) balance cases with further action proposed, shall be furnished to the Zonal Office/Head Office immediately after the programme.
 7. The entire exercise must be completed before 31.03.2026 in all cases, where feasible.
 8. The objective of this drive is to provide effective grievance redressal to members and to minimise avoidable litigation through proactive and member-centric action.

(This issues with the approval of CPFC.)

Yours faithfully,



[P. B. Verma]

Additional CPFC (Legal)

Copy to:

ACC -HQ (CSD & C&PR) – for declaring the theme of NAN 2.0 (27 March 2026) as “Resolution of pending consumer forum litigations at District and State level (DCDRF/SCDRC)”.