



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

एन.बी.सी.सी सेंटर, ब्लॉक-2, ग्राउंड फ्लोर-4th फ्लोर/ NBCC Centre, Block-2, Ground Floor-4th Floor,

ईस्ट किदवई नगर, नई दिल्ली-110023 /East Kidwai Nagar, New Delhi-110023

Central Analysis & Intelligence Unit (CAIU)



No. CAIU/011/V-1(27)2026/Circulars/E- 1273909/703

Date: 6.5.2026
06 MAY 2026

To,

All Additional CPFC (HQ)/ACC Zones
All RPFCs in charge of Regional Offices

Subject: Handling of complaints/grievances pertaining to compliance matters – reg.

Ref:

- i. C.III/7/1(3) Misc./08/WZ/(14)2008/MP/62879 dt.05/12/2008
- ii. C-II/Policy Matters/2017-18/HO/21071 dt.14/12/2017

In supersession of above referred circulars, all Zonal Offices and Regional Offices are hereby advised that the following uniform procedure shall be adopted while dealing with complaints relating to Compliance matters:

1. To facilitate effective handling and monitoring of Compliance-related complaints, in the ROs, the Circle Officer of the compliance division shall be designated as Nodal Officer and the RPFC-I(OIC) or RPFCII(OIC) shall be designated as Review Officers. In Zonal Offices, ACC-Zone shall designate an officer of rank of RPFC-I as the Zonal Nodal Officer.
2. Any complaint pertaining to non-compliance against an Establishment(s), when received in the Head Office, Zonal Office or Regional Office/District Office shall be registered by the Head Office/Zonal office/ Regional office respectively, at CAIU portal, and complaint through the portal moved to the Regional Office concerned.
3. The Regional Office shall undertake a thorough verification of the complaint, including all details and supporting documents submitted by the complainant. In general, in the


complaints on non-compliance matters, the following details are expected to be submitted by the complainant. Complainant Identity details like Member ID or UAN, Name, contact details like email id, contact number and address and employment details viz., name of the establishment, address of the establishment, period of employment and wages drawn, and the gist of the issue pertaining to non-compliance, non-enrollment or non-coverage. Documentary proofs like Salary Slip, Appointment/Service Letter, Bank details in which salary last credited or any other documents corroborating the employment or non-payment of contributions, are expected to be submitted. A form for filing of complaint, Form I is enclosed in the **Annexure-I**.

4. In case where the complaint lacks essential information or supporting details, a letter may be issued to the complainant with a time line of 7 days to furnish the required information as per the Form I enclosed in the **Annexure-I**. The Regional Office shall examine the complaint, based on the information furnished as well as the data available in office records and systems, including ECR data, within a period of **five** days to determine if the complaint appears prima facie genuine.
5. The complaint with actionable inputs shall be taken up with Establishment, preferably through e-mail, for rectification or resolution of the issue within a timeline of 7 days. The specimen proforma of the letter is enclosed in the **Annexure-II**. The said timeline may be reduced depending upon the seriousness or urgency of the matter. Based on a request by Establishment additional time of 7 days may be given to resolve the complaint. The specimen proforma of the extension of time is enclosed in the **Annexure-III**.
6. In the event the employer fails to comply and resolve the issue within the stipulated period of 7 days and the same is confirmed based on examination of available records/systems including ECR data, a reminder shall be issued to the Employer, allowing a further 7 days for resolution of the complaint. The specimen proforma of the reminder is enclosed in the **Annexure-IV**. Maximum effort must be taken to ensure that the complaint is resolved by the Establishment in the first instance.
7. Where the employer responds to the complaint and takes corrective compliance action which is confirmed by the Regional Office, the complainant may be duly informed and the complaint can be closed.

8. In cases where the employer fails to take corrective action, and such failure is confirmed on the basis of available records/systems, including ECR data, and where inspection of the establishment is deemed necessary, the complaint case shall be forwarded to the Zonal Office through the CAIU portal for obtaining permission to conduct an inspection. Timeline for Zonal Office to either sanction or deny the permission for inspection shall be **7 days** from the date of receipt of request for permission from Regional Office.
9. Upon receipt of approval from the Zonal Office, inspection shall be initiated by the Regional Office. In cases where approval is not granted, the directions issued by the Zonal Office shall be complied with.
10. After resolution of the complaint, the Complainant shall be issued a feedback form to indicate satisfaction. If the Complainant expresses dissatisfaction and requests a review within a defined period of **15 days**, such review may be done by the Review Officer at the Regional Office and action if any required, is to be communicated to the Circle officers.
11. As a general principle, the Zonal Office and Regional Office shall examine complaint matters carefully on merit basis and to resolve issues without mechanically resorting to initiation of inspections.
12. Wherever feasible, records, documents, and clarifications shall be sought from Complainant(s) and/or Establishment(s) preferably through electronic means viz. official email. In case of complainant, communication through personal mail can also be accepted.
13. The **Point 1(c) of Head Office Circular No. CAIU/011(72)2016/Shram Suvidha Portal/2566 dated 03.05.2018** stands withdrawn with immediate effect. Henceforth, in all complaint cases forwarded by Head Office, where inspection is required, permission shall be obtained from the ACC, Zonal Office.
14. In cases referred by Constitutional authorities, like Hon' Ministers/MPs/MLAs etc, where inspection is required, permission shall be obtained from the ACC, Zonal Office and the inspections shall be carried out in terms of point 16 below.
15. An appropriate reply shall invariably be sent to the Complainant in accordance with Head Office Circular No. CAIU/011(72)2016/11583 dated 19.10.2022, without fail.

16. All inspections, if any are to be conducted, shall be done strictly in accordance with the provisions of Inspection Scheme notified under Code on Social Security, 2020 and the instructions/SOP/guidelines issued by the competent authority from time to time.
17. Normally compliance grievances involve compliance related issues only. However, at times there are allegations against some Officials or Officers of EPFO also. Cases of allegations involving vigilance angle need to be examined promptly by respective Disciplinary Authorities in field Offices. Additional CPFC, Zones/Regional Commissioner-I & II(OICs of ROs), who are also acting as Disciplinary cum Zonal/Regional Vigilance Authorities, would handle such complaints of allegations against officials working under them, as per Office Memorandum No.DOPT-104/76/2024-AVD-IA dated 09 October, 2024 (copy attached) and as per the guidelines issued by Central Vigilance Commission and Vigilance Headquarters, from time to time. Confidential actionable vigilance aspects may be directly reported to Vigilance Headquarters or Zonal Vigilance Directorates as the case may be and action taken report pertaining to compliance issues should be uploaded on CAIU portal.

(Issued with the approval of the CPFC)


(Salil Sankar) 6/5/26
ACC (CAIU)

Copy to

1. PS to CPFC for information.
 2. PS to FA&CAO/CVO for information.
 3. All ACC HQ/ ACC (Head Office/Zonal Office/PDUNASS/ZTIs).
 4. ACC(HQ)(IS division)- for effecting the changes in CAIU Portal.
 5. Web-admin for uploading on EPFO website.
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Form I
(For Official Use)

1. Personal Details

Name: _____

Mobile Number: _____

Email ID: _____ (if available)

Any Government Issued ID Proof: _____

2. Employment Details

Name of Establishment/Company: _____

Date of Joining: _____

Date of Leaving: _____

UAN (Universal Account Number): _____

Member ID /PF Number (if available): _____

3. Salary & Financial Details

Monthly Salary (₹): _____

Mode of Salary Payment (Bank/Cash/Other): _____

Salary Reimbursement Details (if any): _____

Last Salary Credited (Month & Amount): _____

- Whether PF deducted from Salary – Yes/No
- Whether PF Deducted from Salary but not paid – Yes/ No

4. Bank Account Details

Bank Name: _____

Branch: _____

Account Number: _____

IFSC Code: _____

5. Documents Submitted (Tick ✓)

Any Government Issued ID proof

Salary Slips (Last _ months)

ID Card (Employee ID)

Bank Passbook / Statement

Appointment/Service Letter

Any Other (Specify): _____

6. Gist of the Complaint

- Non Compliance of the establishment**
- Non Coverage of the establishment**
- Non-enrollment**

7. Declaration

I, _____, hereby declare that the information provided above is true and correct to the best of my knowledge.

I give my consent that the above information and submitted documents may be verified and shared with relevant authorities, departments, or organizations for official purposes, as required.

8. Signature

Signature: _____

Name: _____

Date: _____

To,

The Employer / Authorized Representative

[Establishment Name]

[Establishment Address]

Subject: Notice of forwarding of Complaint of Mr./Mrs. _____ regarding *non-compliance/non-coverage of the establishment, Establishment name (Establishment Code Number) and seeking comments/action taken report-reg*

Sir/Madam,

This is to inform that a complaint has been received in this office from Mr./Ms. _____, alleging issues pertaining to *non-compliance/non-coverage of the establishment, Establishment name (Establishment Code Number)*, under the provisions of the Code on Social Security, 2020.

A copy of the complaint, along with the documents submitted by the complainant, is enclosed herewith for reference and necessary action. In this regard, it is requested to examine the matter and furnish comments to this office, within 7 days from the date of receipt of this communication.

It is further advised to take appropriate corrective measures, if required, to ensure compliance with the applicable statutory provisions of the Code on Social Security, 2020 and intimate the action taken to this office, within 7 days from the date of receipt of this communication.

In case no response is received or the complaint is not resolved satisfactorily within the stipulated time, the matter will be processed further as per the provisions of the Act and Inspection scheme framed thereunder, without any further reference.

Yours faithfully,

[Name]

[Circle Officer]

Employees' Provident Fund Organisation

[Regional Office Details]

To
The Employer / Authorized Representative
[Establishment Name]
[Establishment Address]

Subject: Notice on extension of time for submitting comments/action taken report on the complaint of Mr./Mrs. _____ regarding *non-compliance/non-coverage of the establishment, Establishment name (Establishment Code Number)-reg.*

Ref: Employer letter No. _____ dt. _____

Sir/Madam,

This is in continuation of this office letter dated [_____], issued regarding the complaint received from Mr./Ms. _____ pertaining to non-compliance/non-coverage of the establishment, Establishment name (Establishment Code Number), under the provisions of the Code on Social Security, 2020.

In this connection, you were requested to examine the matter and furnish your response along with relevant documents within 7 days from the date of receipt of the said communication.

Vide above referred letter, extension of time for making submissions has been sought by you.

Hence, you are hereby requested to submit your reply along with all supporting documents within 7 days from the receipt of this notice, failing which the matter will be processed further as per the provisions of the Code on Social Security, 2020 and Inspection Scheme framed thereunder, without any further reference.

This may be treated as **most urgent**.

Yours faithfully,

[Name]
[Designation / Circle Officer]
Employees' Provident Fund Organisation
[Regional Office Details]

To
The Employer / Authorized Representative
[Establishment Name]
[Establishment Address]

Subject: Reminder notice on the complaint of Mr./Mrs. _____ regarding *non-compliance/non-coverage of the establishment, Establishment name (Establishment Code Number) and seeking comments/action taken report-reg.*

Sir/Madam,

This is in continuation of this office letter dated [_____], issued regarding the complaint received from Mr./Ms. _____ pertaining to non-compliance/non-coverage of the establishment, Establishment name (Establishment Code Number), under the provisions of the Code on Social Security, 2020.

In this connection, you were requested to examine the matter and furnish your response along with relevant documents within 7 days from the date of receipt of the said communication.

However, no response has been received by this office so far.

You are therefore once again requested to submit your reply along with all supporting documents immediately, preferably within 7 days from the receipt of this reminder, failing which the matter will be processed further as per the provisions of the Code on Social Security, 2020 and Inspection Scheme framed thereunder, without any further reference.

This may be treated as **most urgent**.

Yours faithfully,

[Name]
[Designation / Circle Officer]
Employees' Provident Fund Organisation
[Regional Office Details]

Steps to be Taken at Regional Office (RO)

1. Designation of Nodal Officers

- Circle Officer of the Compliance Division shall be designated as **Nodal Officer**.
- RPFC-I (OIC) or RPFC-II (OIC) shall be designated as **Review Officer**.

2. Registration of Complaint

- Register the complaint (received directly or forwarded from HO/ZO/District Office) on the CAIU Portal.
- Move the complaint to the concerned Regional Office through the portal.

3. Initial Verification

- Verify the contents of the complaint with reference to available EPFO data/records

(Time line: 5 days)

4. Handling General / Non-actionable Complaints

- If the complaint contains only general information on evasion of membership, dues, or non-coverage, request the complainant to furnish specific particulars along with documentary evidence **(Time line: 7 days)**.

5. Action on Actionable Complaints

- Take up the complaint with the Establishment.
- Preferably send communication through official email.
- Give a timeline of 7 days for rectification/resolution.
- Reduce the timeline in urgent cases.

6. Reminder to Employer

- If the employer fails to respond within 7 days or seeks extension, issue a reminder allowing further 7 days for response.

7. Closure of Complaint

- If the employer responds and takes satisfactory corrective action:
 - Inform the complainant.
 - Close the complaint on CAIU portal.

8. Cases Requiring Inspection

- If the employer does not respond or fails to take corrective action, and inspection is considered necessary:
 - Forward the complaint case to the **Zonal Office** with full chronology of action taken through CAIU portal for **permission to conduct inspection**.

9. Conduct inspection and file timely reports

- After receiving approval from Zonal Office, conduct inspection as per the Inspection Scheme under CoSS, 2020 and ensure reports are filed timely.

10. Feedback to Complainant

- After resolution of the complaint, issue a feedback form to the complainant.
- If the complainant expresses dissatisfaction and requests review within 15 days, the Review Officer (RPFC-I/II OIC) shall review the case and communicate necessary action to the Circle Officer.

11. VIP / HO Forwarded Cases

- In cases forwarded by Head Office or VIP references where inspection is required, mandatory permission must be obtained from ACC, Zonal Office.

12. Reply to Complainant

- Send an appropriate reply to the complainant as per HO Circular dated 19.10.2022 without fail.
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Steps to be Taken at Zonal Office (ZO)

1. Designation

- ACC-Zone designates RPFC-I as Zonal Nodal Officer for complaints.

2. Receipt of Complaints

- Register complaints (if received directly) on CAIU portal and forward to the concerned Regional Office.

3. Permission for Inspection

- Receive requests from Regional Offices for permission to conduct inspection.
- Examine the case on merit and grant/refuse permission (**Timeline: 7 days**).
- In cases where inspection is not approved, issue specific directions to the Regional Office.

4. Monitoring & Review

- ZO will monitor the pendency and disposal of the complaints by the RO concerned.
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