EMPLOYEES’ PROVIDENT FUND ORGANISATION

Citizens’ Charter

EMPLOYEES’ PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT
BHAVISHYA NIDHI BHAWAN,
14, BHIKAJI CAMA PLACE,
NEW DELHI – 110 066.

www.epfindia.gov.in @socialepfo /socialepfo
**VISION**

An innovation driven social security organisation aiming to extend universal coverage and ensuring *Nirbadh* (Seamless and uninterrupted) service delivery to its stakeholders through state-of-the-art technology.

**MISSION**

To meet the evolving needs of comprehensive social security in a transparent, contactless, faceless and paperless manner. To ensure *Nirbadh* services with Multi-Locational and Auto claim settlement process for disaster proofing EPFO.

To ensure Ease of Living for members and pensioners and Ease of Doing Business for employers by leveraging Government of India technology platforms for reaching out to millions.
SERVICE STANDARDS

Settlement of form-19 (PF–final withdrawal)----------------------------- 7 working days
Settlement of form 31 (PF–Pandemic advance)----------------------------- 3 working days
Settlement of form 31 (PF–Illness advance)----------------------------- 3 working days
Settlement of form 31 (PF–Part withdrawal)----------------------------- 7 working days
Settlement of form 13 (PF-transfer)------------------------------------7 working days
Settlement of form 20 (PF–Withdrawal by nominee )----------------------3 working days
Settlement of form 10 D (Pension–monthly pension)----------------------7 working days
Settlement of form 10C (Pension–withdrawal/Scheme Certificate)--------7 working days
Settlement of form 5 IF (Insurance–payment to nominee)--------------- 3 working days
Redressal of grievances ------------------------------------------------7 working days
Issue of certificate of coverage-----------------------------------------3 working days

EPFO aims to achieve the above aspirational standards which are superior than the mandatory standards of service
The service standards mentioned in the three Schemes under the EPF & MP Act, 1952 will be applicable to EPFO stakeholders, namely, the employees, employers and pensioners.

EPFO is now disaster proof and therefore it promises to maintain the service standards even during times of disasters owing to floods, earthquakes, epidemics etc in any part of the country.
RIGHTS OF MEMBERS

- Membership under Provident Fund, Pension and EDLI schemes of the covered establishment subject to the scheme provisions

- To access services of EPFO in a faceless and contactless manner through mobile phones, independent of employer

- Get KYC updation in online mode with reduced employer dependence

- Get demographic details corrected, file nominations and date of leaving service (exit date) updated also in online mode without making physical visit to EPFO or employer

- Get accounts portability done digitally

- Obtain assistance in availing online services and get acknowledgement for submission of any document offline

- Approach any officer for redressal of grievance in respect of an establishment, including an exempted establishment, without prior appointment

- Demand conduct of orientation programmes for members

MEMBER e-SEWA

https://unifiedportal-mem.epfindia.gov.in/memberinterface/
RIGHTS OF PENSIONERS

- Issue of Pension Payment order (PPO) on day of retirement

- Get the PPO in digital format safely stored in DigiLocker

- Get monthly pensions on first day of the month

- To submit digital life certificate (Jeevan Pramaan Patra) anytime-anywhere once a year to disbursing bank branch, CSC, Postal Services or PF office

- To receive details of pension calculation

- To avail services at the pensioner portal and get updated e-passbook.

- To change pension payment branch or transfer pension to nearest Regional office

PENSIONERS PORTAL
https://mis.epfindia.gov.in/PensionPaymentEnquiry/enquiry.jsp
RIGHTS OF EMPLOYERS

- Voluntary registration under the Employees Provident Funds Act 1952 without any human interface
- Avail faceless interaction with EPFO through online services and transactions
- Avail geographically delinked e-Inspection facility for ensuring voluntary compliance in objective and transparent manner
- Avail virtual hearing facility in quasi-judicial cases under EPF & MP Act, 1952 through Video conferencing by use of secure IT applications
- Demand for dedicated Nodal /Relationship Officer in each field office.
- Demand for clarifications/guidance relating to provident fund matters
- Demand conduct of orientation programmes for employers
- Demand an Identity Card from the visiting PF inspector
- Meet the Officer in-charge to resolve any pending issue

UNIFIED PORTAL
SHRAM SUVIDHA
https://unifiedportal-emp.epfindia.gov.in/epfo/
https://registration.shramsuvidha.gov.in/user/login
Create UAN based login (if the UAN has been allotted for the first time) and link his KYC(s) including his Aadhar

In order to avail auto-transfer of accounts, submit UAN with details of previous membership of fund to the present employer

File e-nominations, get demographic details updated to avail services in a seamless manner

Furnish bank account along with other KYC details online against UAN

Avail services of social media accounts of EPFO on Twitter, Facebook and WhatsApp to report any issue with EPFO

Refer to frequently asked questions (FAQs) available on EPFO website to understand the process of availing benefits
• To submit Jeevan Praman Patra every year to continue receiving pension

• To submit details of new bank branch in case of switching bank branch for pension disbursement with change in residence

• Avail services of DigiLocker for safe custody and easy retrieval of the pension documents

• To avail the services of nearest Common Service Centres (CSC), Postal services or UMANG App to submit Jeevan Pramaan Patra

• Use UMANG mobile application to view pension passbook

• In case of death of the pensioner, intimation to be submitted promptly by the survivor so that widow/widower/children pension can start, if applicable
Expectations From Employers

- Ensure compliance of all the statutory provision under the Act and allied schemes
- Enroll all eligible employees from the wage month in which the employee has joined
- Submit monthly return electronically and make the corresponding remittances through the unified Portal.
- Link/generate UAN of a new employee and update the date of exit of such members who have left the employment within 15 days of the following month
- Get all employees of the establishment to update their KYC details and to create their UAN based login to avail the online services
- Promptly forward the cases of request from the members for the rectification of the errors in their basic details after duly verifying the same from their records
- Furnish reply to e-Inspection notice with supporting documents within the specified time limit
- Attend webinars sessions organised by EPFO on various issues to facilitate Ease of Doing Business
- Resolve and reply all grievance/issues referred by PF Office within 5 working days
- Exempted establishments to extend benefits at par or better than EPFO to their members
GRIEVANCE REDRESSAL MECHANISM

- Dedicated revamped grievance portal EPFiGMS for handling grievances digitally
- Grievance redressal made more convenient through Business WhatsApp account at field office apart from Facebook and Twitter
- Regular holding of Webinars by field offices for awareness generation and solving grievances of employers, employees and pensioners
- General time limit for settlement of any grievance shall be 7 working days
- In case of non-redressal, the grievance will be escalated to next higher authority

Public Grievance Officer at the Head Office
Additional Central PF Commissioner (CSD)
Employees’ Provident Fund Organisation
Bhavishya Nidhi Bhawan, 14 Bhikaiji Cama Place
New Delhi-110066

URL to lodge online grievance:
www.epfigms.gov.in, www.pgportal.gov.in
Facility available on UMANG mobile app
Call centre Toll Free No. 1800118005
Call centre operational on all 7 days
Business WhatsApp account at each field office for grievance redressal
Social media accounts

facilitation centers at field offices are at the service of all stakeholders
EPFO has a nationwide network

21 Zonal offices

138 Regional offices

117 District Offices

The responsibility centers in these offices reach out to the clients and ensure extension of the Social Security services.

Contact details available at: www.epfindia.gov.in>>contact us