

EPFO adopts a Resolution on Service Delivery Ethics

In a meeting held under the chairmanship of the Central PF Commissioner on 27.06.2016, the representatives of EPF Officers Association as well as of All India EPF Staff Federation unanimously adopted the following Resolution on Service Delivery Ethics for -

- Improving the cost effectiveness and quality of the service delivery process and strengthening program integrity.
- Developing organisational capacities and infrastructure for ensuring registration of all workers/employees.
- Making available accessible, convenient and hassle free modes for employers to make contributions on behalf of their workers.
- Providing online service for EPFO benefits through state of the art technology following best service delivery practices and ethics.
- Creating awareness among workers and employers on the benefits of the Social Security Schemes and rights and obligations of each stakeholder.
- Developing a continuous engagement strategy with stakeholders to anticipate and meet expectations and service standards.
