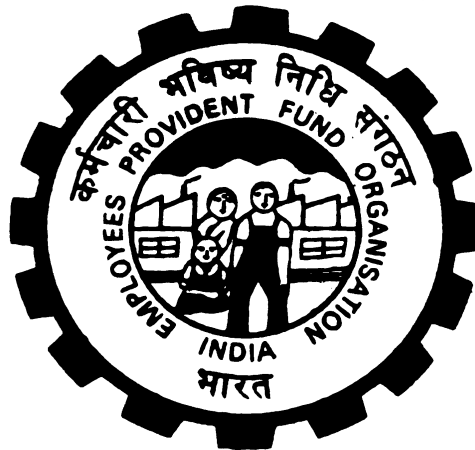


# Information Handbook

Under Section 4 (1) (b)

Of The

**Right to Information Act, 2005**



**Employees' Provident Fund Organisation**  
**Ministry of Labour**  
**Government of India**

## **DISCLAIMER**

While all efforts have been made to make this information Handbook, prepared under the provisions of the “Right to Information Act, 2005”, as authentic as possible, the Employees’ Provident Fund Organisation will not be responsible for any loss to any person caused by the shortcoming, defect or inaccuracy in the information made available in this “Handbook”. Any discrepancy found may be brought to the notice of the Employees’ provident Fund Organisation at the following address for rectification.

### **The Central Provident Fund Commissioner**

Right to Information Cell

Employees Provident Fund Organisation

Head Office

14, Bhikaiji Cama Place

New Delhi –110066

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# **Chapter – 1**

## **Introduction**

## 1.1 Right to Information Act

As published in the Government of India, Gazette notification No. 25 dated 21.06.2005, the Right to Information Act 2005 (No. 22 of 2005) of the parliament has received the presidential assent on 15<sup>th</sup> June 2005.

## 1.2 Aim of this Act

The Right to Information Act 2005 aims to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto.

## 1.3 Important Terms used in the Right to Information Act, 2005

(a) **"Appropriate Government"** means in relation to a public authority, which is established, constituted, owned, controlled or substantially financed by funds, provided directly or indirectly—

1(i) By the Central Government or the Union territory administration, the Central Government;

2(ii) By the State Government, the State Government;

(b) **"Central Information Commission"** means the Central Information Commission constituted under sub-section (1) of section 12 of the Right to Information Act, 2005.

(c) **"Central Public Information Officer"** means the Central Public Information Officer designated under sub-section (1) and includes a Central Assistant Public Information Officer designated as such under sub-section (2) of section 5 of the Right to Information Act, 2005.

(d) **"Chief Information Commissioner"** and **"Information Commissioner"** mean the Chief Information Commissioner and Information Commissioner appointed under sub-section (3) of section 12 of the Right to Information Act, 2005.

(e) "**Competent authority**" means—

1(i) The Speaker in the case of the House of the People or the Legislative Assembly of a State or a Union territory having such Assembly and the Chairman in the case of the Council of States or Legislative Council of a State;

2(ii) The Chief Justice of India in the case of the Supreme Court;

3(iii) The Chief Justice of the High Court in the case of a High Court;

4(iv) The President or the Governor, as the case may be, in the case of other authorities established or constituted by or under the Constitution;

5(v) The administrator appointed under article 239 of the Constitution

(f) "**information**" means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force

(g) "**Prescribed**" means prescribed by rules made under the Right to Information Act 2005 by the appropriate Government or the competent authority, as the case may be.

(h) "**Public authority**" means any authority or body or institution of self- government established or constituted—

1(a) By or under the Constitution;

2(b) By any other law made by Parliament;

3(c) By any other law made by State Legislature;

4(d) By notification issued or order made by the appropriate Government,  
and includes any—

1(i) Body owned, controlled or substantially financed;

2(ii) Non-Government organisation substantially financed, directly or indirectly by funds provided by the appropriate Government.

(i) "**Record**" includes—

1(a) Any document, manuscript and file;

2(b) Any microfilm, microfiche and facsimile copy of a document;

3(c) Any reproduction of image or images embodied in such microfilm (whether enlarged or not); and

4(d) Any other material produced by a computer or any other device.

(j) **"Right to information"** means the right to information accessible under this Act, which is held by or under the control of any public authority and includes the right to—

1(i) Inspection of work, documents, records;

2(ii) Taking notes, extracts or certified copies of documents or records;

3(iii) Taking certified samples of material;

(iv) Obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device.

(k) **"State Information Commission"** means the State Information Commission constituted under sub-section (1) of section 15 of the Right to Information Act, 2005.

(l) **"State Chief Information Commissioner"** and **"State Information Commissioner"** mean the State Chief Information Commissioner and the State Information Commissioner appointed under sub-section (3) of section 15 of the Right to Information Act, 2005.

(m) **"State Public Information Officer"** means the State Public Information Officer designated under sub-section (1) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of section 5 of the Right to Information Act, 2005.

(n) **"Third party"** means a person other than the citizen making a request for information and includes a public authority.

#### 1.4 Important terms used in this handbook

- a. "EPFO" means Employees' Provident Fund Organisation.
- b. "EPF & MP Act" means Employees' Provident Funds & Miscellaneous Provisions Act 1952
- c. "Members" Subscribers & account holders of the Employees' Provident Fund.
- d. "EPF Scheme" means Employees' Provident Fund Scheme, 1952
- e. "EPS 1995" means Employees' Pension Scheme 1995
- f. "EDLI 1976" means Employees' Deposit-linked Insurance Scheme 1976
- g. "RO" means Regional Office of the Employees' Provident Fund Organisation.

- h. "SRO" means Sub-Regional Office of the Employees' provident Fund Organisation
- i. "Applicant" means an applicant who files an application under the Right to Information Act 2005.
- j. "CPIO" means Central Public Information Officer of the EPFO.
- k. "Asstt. CPIO" means Assistant Central Public Information Officer of the EPFO.
- l. "Appellate Authority" means appellate authorities designated for the purpose of RTI Act, 2005 by the EPFO.
- m. "Handbook" means Handbook of the Employees' Provident Fund Organisation published under section 4 of the RTI Act 2005.
- n. "CBT" means Central Board of Trustees constituted under the EPF & MP Act, 1952.

## **1.5 GENERAL STRUCTURE OF CAPIO/CPIO/APPELLATE AUTHORITIES IN EMPLOYEES' PROVIDENT FUND ORGANIZATION**

### **a ) Central Assistant Public Information Officer (CAPIO)**

- (i) Officer-in-Charge of all Sub-Regional/Sub Accounts Offices, in the cadre of Regional Commissioner-II/Assistant Commissioner have been designated as CAPIO.
- (ii) In respect of Regional Office, Regional Commissioner (F&A) has been designated as CAPIO.
- (iii) In respect of National Academy for Training and Research in Social Security (NATRSS), New Delhi, second senior most Deputy Director has been designated as CAPIO. In respect of Zonal Training Institutes the second senior most officer has been designated as CAPIO.
- (iv) In respect of Head Quarter Office at New Delhi RC-II (CSD) has been designated as CAPIO.

### **b ) Central Public Information Officer (CPIO)**

- i) Regional Commissioners-I, In charge of Regions have been designated as CPIO in respect of different Regional Offices and Sub Regional Offices/Sub Accounts Offices under his jurisdiction.
- ii) Officer in charge of all Zonal Training Institutes in the cadre of RC-I/RC-II have been designated as CPIO and in respect of National Academy for Training and Research in Social Security (NATRSS) the senior most Deputy Director has been designated as CPIO.
- iii) In respect of Head Quarter office at New Delhi senior most RC-II in Customer Service Division has been designated as CPIO.

### **C) Appellate Authorities**



- i. In respect of all Regional Offices/Sub Regional Offices/Sub Accounts Offices under the four zones, respective Additional Central Commissioners (Zone) have been designated as Appellate Authorities.
- ii. In respect of National Academy for Training and Research in Social Security and four Zonal Training Institutes, the Director of NATRSS has been designated as the Appellate Authority.
- iii. In respect of Head Quarter Office at New Delhi the Additional Central Commissioner (CSD) has been designated as Appellate Authority.

## 1.6 Fee Structure

An applicant may apply for information, which does not fall under the exempted category under the Right to Information Act, 2005. The application for such information may be submitted to the designated CPIO & Asstt. CPIO concerned offices of EPFO along with the prescribed fee.

The Fee structure based on the Right to Information (Regulation of Fee & Cost) Rules, 2005 notified by the Government of India dated 16<sup>th</sup> September, 2005 are given as under:

<b>Application Fee:</b>	Rs.10/-
<b>A3/A4 Size Paper (created or copied):</b>	Rs.2/- per page
<b>Copy in larger size paper:</b>	Actual charge or cost
<b>Samples or models:</b>	Actual cost
<b>Information in Floppy/Diskette:</b>	Rs.50/- per Floppy/Diskette
<b>Printed material:</b>	Cost of printing or @ Rs.2/- per page of photocopy for extracts from the publication
<b>Inspection of records:</b>	No fee for the first hour, and a fee of Rs.5/- for each fifteen minutes (or fraction thereof) thereafter.

To obtain information, prescribed fees by way of cash against proper receipt or Demand Draft or Bankers Cheque may be submitted in favour of CPFCA/RPFCA/APFCA of Employees Provident Fund Organisation payable at the concerned office.

## 1.7 Purpose of this handbook

This Handbook has been prepared under section 4(1) of Right to Information Act 2005 to provide instant information to the public. In order to provide this information to the wider population, this handbook has also been uploaded to the Internet in the EPFO web portal: [www.epfindia.com](http://www.epfindia.com)

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## **Chapter – 2**

### **Particulars of Employees' Provident Fund Organisation, Functions and Duties**

## 2.1 Objective/Purpose of EPFO

- The Employees Provident Fund Organisation has been established to administer the Employees' Provident Funds & Miscellaneous Provisions Act, 1952.
- The Preamble to the EPF & MP Act, 1952 sets the tone for the institution of provident funds, pension funds and deposit linked insurance funds for employees in factories and other establishments.

## 2.2 Mission statement of EPFO

To extend the reach & quality of publicly managed old-age income security programmes through consistent and ever improving standards of compliance and benefit delivery in a manner that wins the approval and confidence of Indians in our methods, fairness, honesty and integrity, thereby contributing to the economic and social well-beings of Indians.

## 2.3 Brief History of EPFO & Context of its formation

In conformity of the spirit of the "Directive Principle of State Policy" as enumerated in the Constitution of independent India, the need for a vigorous social security cover in the changing environment resulted in the legislation of the Employees Provident Funds & Miscellaneous Provisions Act 1952, as an endeavour to provide a life of dignity for the employees and their dependents once they ceased to earn their normal livelihood.

## 2.4 Duties of the EPFO

- To secure compliance
- To deliver timely benefits

## 2.5 Main Activities/functions of EPFO

At present the EPFO administers the following three schemes:

2. Employees Provident Funds Scheme 1952
3. Employees' Pension Scheme 1995
4. Employees' Deposit-linked Insurance scheme 1976

## 2.6 List of services being provided by EPFO with a brief write-up on them

The table below presents the overview of the three schemes:

	<b>EPF scheme 1952</b>	<b>EPS 1995</b>	<b>EDLI 1976</b>
Benefits	□ The accumulation plus interest upon retirement, resignation,	□ Monthly benefits by way of Pension for superannuation/retirement, disability, widow(er), children, orphan,	□ Provide lump-sum benefit upon death while in service equal to average balance

	<p>death</p> <ul style="list-style-type: none"> <li>□ Partial withdrawals allowed for specific expenses such as house construction expenses, higher education, marriage and illness.</li> </ul>	<p>dependent parent.</p> <ul style="list-style-type: none"> <li>□ Amount of pension based on average salary during the preceding twelve months from the date of exit and total years of pensionable service.</li> <li>□ Minimum pension on disablement.</li> <li>□ Past service benefits of the participants of family pension scheme, 1971 are added in the service under EPS, 1995 for calculation of Pension.</li> </ul>	<p>in the EPF account during the preceding 12 months of death, if average P.F. balance is less than Rs. 35,000.</p> <ul style="list-style-type: none"> <li>□ In case of average balance exceeds Rs. 35,000.00 the amount paid will be Rs. 35,000 plus 25% of average balance in excess of Rs. 35,000.00, upto Rs. 60,000.00</li> </ul>
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## 2.7 Organisational structure

As per Section 5 (1A) read with section 5(3) of the EPF & MP Act 1952, The Funds instituted under the said Act shall remain vested in the Central Board of trustees, constituted under Section 5 of the EPF & MP Act 1952.

The administrative machinery headed by the Central Provident Fund Commissioner (Central Provident Fund Commissioner) carries out the administration of the fund. For this purpose, various Additional CPFCs, RPFCs, APFCs and other support staff assist the CPFC.

The Field formation has been carved out as per the concentration of industries in various states of the country excluding Jammu & Kashmir. Altogether, there are 32 Regional Offices, 114 Sub-Regional offices.

The Regional Provident Fund Commissioner-I is the head of a Regional Office.

## 2.8 Expectation of the public authority from the public/establishment covered under the Act for enhancing its effectiveness and efficiency

1. Voluntary compliance
2. Timely submission of returns
3. Timely depositing the contributions in respect of all members.
4. Proper submission of claim forms complete in all respects from the outgoing members

## 2.9 Address of Main office and other offices of EPFO

- The Head office of EPFO is situated at the following address:

Employees' Provident Fund Organisation

Head Office  
14, Bhikaiji Cama Place  
New Delhi –110066

- For addresses of other offices of EPFO, the Directory of the organisation having details of PIOs mentioned in Chapter-12 of this handbook may be referred to.

#### 2.10 Office timings:

- Standard office timings for the offices situated in New Delhi is:
  - a. The Offices remain open from Monday to Friday.
  - b. Morning session start at 09.15 a.m.
  - c. Half-an hour lunch break
  - d. Closing hours is at 05.45 p.m.
- All offices of the organisation follow five days a-week pattern.

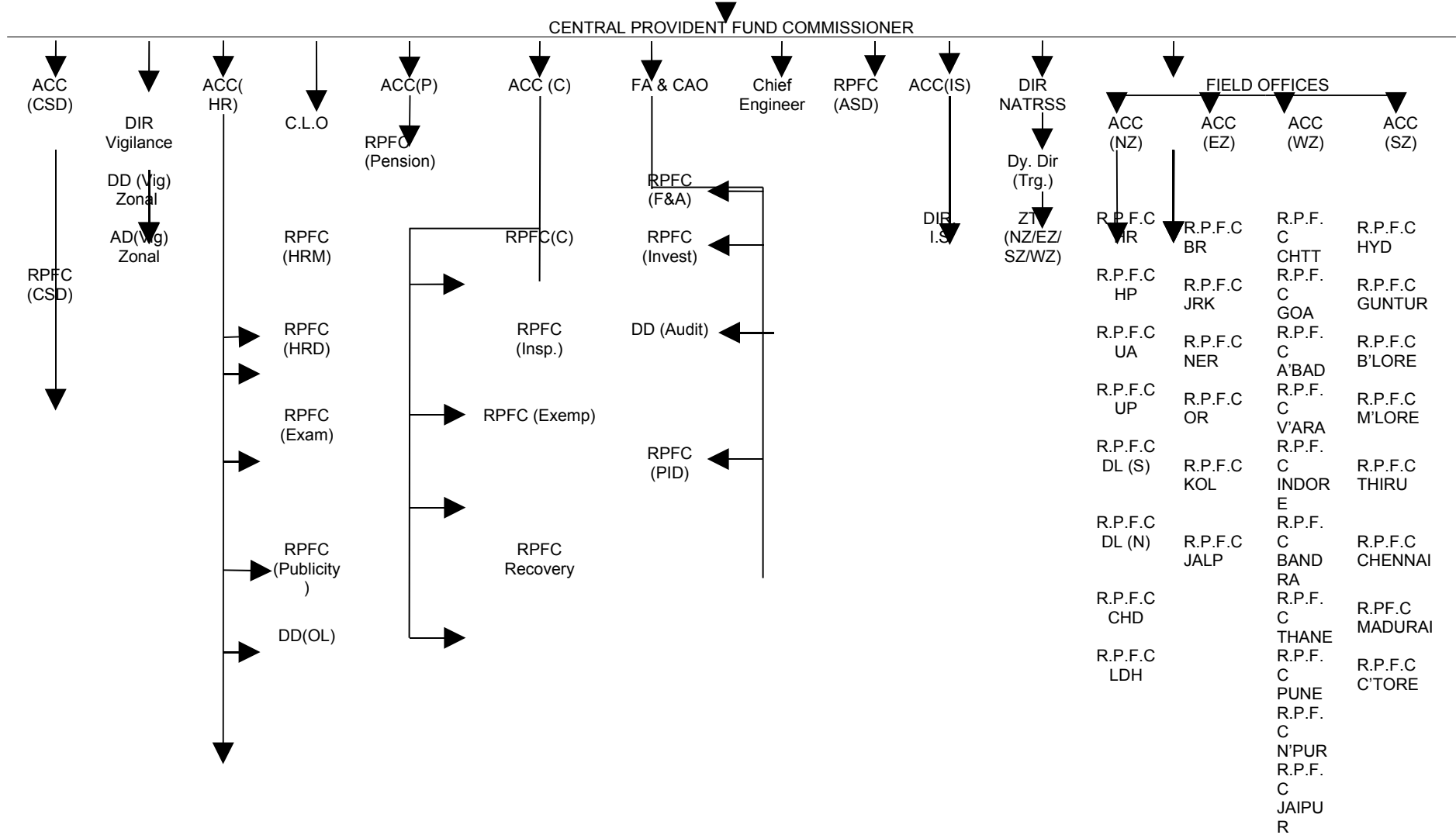
#### 2.11 Organisation Chart (Chart-1)

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**EMPLOYEES' PROVIDENT FUND ORGANISATION- ORGASNISATION CHART**  
CENTRAL BOARD OF TRUSTEES (EPF)

**Chart-1**







## **Chapter – 3**

### **Powers & duties of its Officers & Employees of EPFO**

### 3.1 DUTIES

#### □ Duties of CPFC

1. Central Provident Fund Commissioner is the Administrative and Financial Head of the Organisation.
2. Central Provident Fund Commissioner is the Chief Executive Officer of the Central Board of Trustees, EPF.
3. CPFC is ex-officio member of the Central Board of Trustees by virtue of Section 5A(1)(aa) of the EPF & MP Act, 1952. He assists and advises the Central Board in the administration of the various Schemes framed under the Employees' Provident Fund & MP Act, 1952.
4. CPFC is also ex-officio member of Executive Committee of the Central Board by virtue of Section 5 AA (2) (f) of the Act and deliberates in the proceedings in evolving decisions on issues of administrative nature.
5. Duties and functions include, to exercise statutory functions laid down in the provisions of Employees' Provident Fund & MP ACT, 1952 relating to settlement of disputes of applicability, voluntary coverage and grant of exemption under the Act.
6. To function as the Appointing authority of Assistant Provident Fund Commissioners and Enforcement Officers/ Assistant Accounts Officer and to posts carrying a pay scale of Rs. 8000-275-13500.
7. To function as the Disciplinary authority and Appellate Authority in disposal of Departmental Inquiries for certain categories of Group 'A' and Group 'B' posts.

#### □ Duties of FA & CAO

1. The Financial Adviser and Chief Accounts Officer who is overall in-charge of the accounting side of the Organisation has the following principal functions:-
2. To ensure scrutiny of the existing accounting procedure with a view to assessing adequacy to the needs of the Organisation from time to time and suggest either suitable change in the existing pattern and system of accounting or evolution of new and more advantageous procedures;
3. To ensure proper and judicious investment of the funds of the Organisation.
4. To ensure assessment and declaration of the rate of interest applicable for each financial year;
5. To ensure compilation and presentation of the budget estimates of the Organisation and arrange for re-appropriation of funds whenever found necessary;

6. To ensure compilation of the Annual Report of the Organisation in regard to the accounting side, particularly in the preparation of the final accounts;
7. To ensure compilation of the consolidated annual proforma accounts of the Organisation and provide suitable reply to the paras of the Audit Report thereon to the satisfaction of the Audit authorities;
8. To assist and evolve the system of switching over of manual accounting to computerisation in the Organisation;
9. To arrange for conduct of internal audit of the accounts of the Organisation;
10. To guide investigation of cases of over payment of funds or other financial irregularities detected either by "Test Audit" or "Internal Audit" and take remedial measure;
11. To ensure simplification of procedure and system, conduct of work study, fixing of work norms, revision of forms, payment of productivity Linked Bonus etc., through the Internal Work Study Unit;
12. To render advice to the Central Provident Fund Commissioner in all matters and proposals involving financial implications;
13. To assist the Central Provident Fund Commissioner in ensuring that the final settlement of accounts of the members, disposal of applications for advances and issue of the annual statement of accounts are carried out by the Regional Offices within the stipulated time and with efficiency.
14. Periodical Updation of Accounting/Banking and other instruction manuals.

□ Duties of Additional CPFC (Compliance)

1. Conduct of survey for the purpose of inclusion of more industries and class of establishments under the purview of the Act;
2. To propose amendments to the provisions of the Act for effective enforcement.
3. To assist the Committee on exempted establishment.
4. To process the applications seeking exemption from the operation of the Scheme(s).
5. To monitor, review and assist the regions in the matter of recovery machinery, default management, legal cases and Appellate Tribunal and to issue suitable guidelines and procedural aspects in regard to the implementation of the Act.
6. To look into the grievances/complaints on Enforcement through squad of inspectors.

□ Duties of Additional CPFC (IS)

1. Studying computerization needs.
2. Planning computerisation of operations.

3. Coordination and setting up of computer centers.
4. Policy planning on Hardware requirement.
5. Policy formulation for EDP skill development.
6. Development of application Software including. Problem recognition identifying area for computerisation.
7. Feasibility Study.
8. Analysis to determine the requirement of a proposed system.
9. Design system to fulfill the requirement of users and management.
10. Construction of writing and testing of computer programmes.
11. Change over process of conversion in this phase, the Organisation covers from the old system to the new system.
12. Maintenance to repair and upgrade the system as necessary towards updated system and user documentation and revised programmes.
13. Creation of Data Bank.
14. Information support for management decisions.
15. Total management of Information system towards and integrated approach.
16. Control and Monitoring functions covering the key result areas of operation including target fixation, performance appraisal and planning strategies for achieving results.
17. Overall in charge of Central Action Plan.
18. Software development.
19. Any other area related to the work of computerisation and systems management.

□ Duties of Additional CPFC (Zone)

1. Monitoring of performance of Regional Offices and subordinate offices.
2. Oversee the operation and productivity of E.D.P. Centres on Manpower needs and trouble shooting.
3. Performance/operational audit.
4. Administrative Inspection.
5. Training and Retraining.

(2) Further, in relation to the preparation of perspective plan Challenge 2000 the function would be as under;

1. Modernising the system with phased introduction of computers;
2. Study of existing system and procedures and design revised and simplified system towards service across the counter;
3. Training and retraining to upgrade the working skill of the manpower at operative level;
4. System analysis of the existing procedures;
5. Development of performance audit through the system of administrative inspection;
6. Formulation of alternative work flow patterns for optimizing efficiency;
7. Development of effective monitoring system.

□ Duties of RPFC (F&A)\_ Head Office

The Regional Provident Fund Commissioner (F & A)(Hqrs.) will assist the FA & CAO in performing the duties assigned to him. In addition, he will discharge the following financial and administrative powers delegated to him. RPFC(F&A) (Hqrs.) is authorized to sell, purchase, transfer, endorse, negotiate and otherwise deal in Government Securities, to sign letter of indemnity, execute bond of indemnity, guarantee, sign declaration and also authorize to receive interest and principal thereof on behalf of the Central Board of Trustees, Employees' Provident Fund in addition to the Central Provident Fund Commissioner, Financial Advisor and Chief Accounts Officer and Additional Central Provident Fund Commissioner.

- 2. To authorize transfer of funds from one account to the another; such as account No.5 to account No.1, Account No.4 to 2 etc., including rectification of erroneous deposits.
- 3. To operate the Special Deposit account maintained with the State Bank of India, New Delhi for depositing the surplus administrative funds of the Employees Provident Fund Scheme and Employees' Deposited-Linked Insurance Scheme.
- 4. To have an overall control on the acceptance of securities etc. To ensure

provision of the Central Board of Trustees, Employees' Provident Fund Scheme, 1952 and the Central Board of Trustees, Employees' Provident Fund Scheme, 1952.

Processing of Pension papers of the officers and staff members and matters connected with the Group Insurance Scheme, SPF, EDLI, Compassionate Fund, Staff Benevolent Fund, Scholarship Scheme, Welfare Fund etc., to assist the FA & CAO in performing the duties assigned to him. (Pension & Group Insurance Section).

□ Duties of Director (Audit)

The Director (Audit) in Headquarters will ensure prompt and proper conduct of Internal Audit in all the Regional Offices and Sub-Regional Offices through the Internal Audit Officers and discuss with the Regional Commissioner/Office-in-Charge of Sub-Regional Offices on the audit Report etc. He will be reporting to the Financial Advisor and Chief Accounts Officer and perform any other function that may be assigned to him from time to time by the Financial Advisor and Chief Accounts Officer and the Central Provident Fund Commissioner.

□ Duties of Deputy Director (Audit) Head quarters

The Deputy Director (Audit) in Headquarters will ensure prompt and proper conduct of Internal Audit in all the Regional Offices and Sub-Regional Offices through the Internal Audit Officers and discuss with the Regional Commissioner/Office-in-Charge of Sub-Regional Offices on the audit Report etc. He will be reporting to the Financial Advisor and Chief Accounts Officer and perform any other function that may be assigned to him from time to time by the Financial Advisor and Chief Accounts Officer and the Central Provident Fund Commissioner.

□ Duties of Section Officers in Head office

The Superintendent is primarily responsible for the quick and efficient disposal of the work allotted to his section. The main duties which he should perform in order to discharge this responsibility are as under:-

1. To examine all receipt pertaining to his section and to distribute them properly amongst his staff;
2. To see whether any receipts are immediate, difficult or of special nature and of so, if deal with such receipts himself or to give special instructions to the dealing assistant or clerk so that their quick and efficient disposal takes place;
3. To ensure that all immediate receipts in his section are put up on the date of receipt, all urgent receipts at least the next day and all ordinary receipts within three days and to ensure that in no case any receipt is kept pending for over seven days;
4. To scrutinize the notes and drafts of the dealing assistants and clerks, to revise them, if necessary, to submit them to his immediate superior in cases where such submission is called for;
5. To ensure that all approved drafts are issued promptly and that all office copies are added to the relevant files without any delay;

6. To ensure, if necessary, by inspection of the tables and racks of his staff, that the entries made by them in the arrear reports are in order and that no papers or files overlooked;
7. To see that all periodical returns are received and issued well within the prescribed dates;
8. To keep a note in his personal note book or desk calendar of important cases requiring prompt action by a specified date and to see that necessary action is taken in time;
9. To maintain a sectional note book containing important decisions for the purpose of reference and to ensure that entries in the book are made as soon as decisions are taken;
10. To ensure that files on which actions is completed are promptly indexed, stitched and recorded;
11. To scrutinize the sections diary, intersectional movement register, file registers and all other registers once in a week to see that they are properly maintained, dated initials being appended at the close of each scrutiny;
12. To see that all papers, files, reference books, spare copies and other documents are arranged properly and that unnecessary papers are weeded out periodically;
13. To check late attendance, to maintain order and discipline, and to train, help and advise his staff; to review the work of dealing assistants through work diary;
14. To see that all the work in his section is handled in methodical manner, with due regard to the need for economy in men, material and time, and to suggest improvements in methods of work wherever possible;
15. To ensure that all letters received from Government/Members of Parliament/Central Board of Trustees' Members etc. are duly acknowledged on the same day of receipt and action taken thereon within the prescribed time limit, on priority basis.
16. To ensure periodic issue of reminders so as to get compliance on all outstanding issues.
17. To take prompt follow-up action on all minutes of the meetings reports etc.
18. To ensure proper comparison of all the letters, reports etc., that are to be sent to the Government and meetings etc;
19. To perform any other function that may be assigned to him from time to time by his immediate superior or other superior officers.

□ Duties of Regional Provident Fund Commissioner-in-charge of the region

Regional Provident Fund Commissioner in-charge of the Region shall be responsible for enforcing the provisions of the Act/Scheme in the Regional as a whole and render trouble free service to the subscribers.

- (i) He shall ensure that the discipline, punctuality and decorum are maintained in the office.
- (ii) Strictly adhere to the guidelines issued by the Central Office in regard to job contents and distribution of work among the RPFs/APFCs.

- (iii) To Co-ordinate the work of Sub-Regional Offices and Regional Office and to conduct monthly, O & M meeting to discuss the latest amendments/procedure etc., for uniform adoption.
- (iv) Conduct inspection of Sub-Regional Offices, Inspectorate and release calendar of Inspection for internal inspection by Assistant Provident Fund Commissioners.
- (v) To ensure financial propriety and discipline in the working of the Region.
- (vi) Expeditious disposal of court cases.
- (vii) Conduct monthly review meeting of all the branches viz. Administration/Cash/Legal/Recovery/Enforcement/ Accounts/Audit/ EDP/ Pension etc..
- (viii) Ensure proper conduct of departmental examinations.
- (ix) Hear the grievance of staff in person and keep proper industrial relations.
- (x) Expedite departmental enquiries and review suspension case.
- (xi) Ensure filling up all vacancies for which he is the ultimate authority and send proposal for other cadres.
- (xii) Enforce punctuality, discipline and proper office atmosphere in the office.
- (xiii) Ensure smooth opening of Sub-Regional Offices/Sub-Accounts Offices.
- (xiv) Arrange for Regional Committee meeting as per the scheme.
- (xv) Ensure timely submission of Budget and Balances Sheet, MIS return, CAP return and other periodical returns.
- (xvi) Ensure proper facilities to audit parties.
- (xvii) Ensure timely finalization of outstanding audit paras.
- (xviii) Ensure proper implementation of Act and Scheme.
- (xix) Ensure prompt disbursement of benefits under all the schemes.
- (xx) Ensure proper functioning of EDP.
- (xxi) Ensure optimum utilization of software's and hardware's
- (xxii) Earmark the day for weekly personal hearing of grievances of Members and Complainants. In addition he should hear the grievances every day on fixed hours.
- (xxiii) Oversee the effective functioning of Public Grievances Cell.

To conclude, Regional Provident Fund Commissioners are responsible for the effective discharge of their role in the following functional areas;-

1. Service to subscribers with special attention to Public Grievances.
2. Enforcement of the Act and Scheme over existing establishments.
3. Extension of Act and Scheme to eligible establishment/workers.
4. Effective bookkeeping and default management administration.

□ Duties of RPFC (Compliance & Recovery) in the region

- (1) Extension and coverage of the Act and Schemes.
- (2) Assessment of dues by conducting enquiry under Section 7A of Act.
- (3) Recovery of arrears.
- (4) Penal damages by conducting enquiry under Sec.14B of Act.
- (5) Legal work relating to Enforcement.



- (6) Liaison with the Central Government Standing Council Advocates for monitoring all cases.
  - (7) Any other work connected with enforcement and recovery including exemption.
  - (8) It shall be the responsibility of the Regional Provident Fund Commissioner (Enforcement & Recovery) to realize the entire arrears for which recovery certificates were issued by assessing officers of the Regional Office/ Sub-Regional Office by resorting the provisions of Section 8 of the EPF & MP Act, 1952. Should monitor and review the progress achieved by Assistant Provident Fund Commissioner (Recovery) and give them necessary assistance and support.
  - (9) To ensure maintenance of centralized register of recovery certificate issued, discharged and outstanding.
  - (10) Compilation of various statistical data for furnishing CAP returns for the entire region.
  - (11) Compilation of the weekly progress reports in the liquidation of arrears Sub-Regional office wise and region as a whole and submit to Regional Provident Fund Commissioner –I with a copy to Central Provident Fund Commissioner.
- Duties of RPFC (Pension) in the region
- (1) Overall In charge of Pension functions of the Region as whole.
  - (2) Monitoring of Court Cases relating Pension Scheme.
  - (3) Settlement/disbursement of Pension cases.
  - (4) Co-ordination with the Bank/disbursing agencies.
  - (5) Payment to the Bank and reconciliation of Pension Account.
  - (6) Any other work connected with implementation of Pension Scheme.
- Duties of RPFC (Finance & Accounts) in the region
- (1) In charge of Finance and Accounts of the entire Region and assist Regional PF Commissioner in all accounts matters.
  - (2) Ensure uniform accounting procedures in the matters settlement of accounts, grants of advances, transfers, crediting of interest and issue of annual statements of accounts etc., by implementing the scheme provision.
  - (3) Assist the Regional Commissioners in ensuring that final statements of accounts, grants of advances, transfers and issue of annual statements of accounts are carried out within the stipulated time and with efficiency.
  - (4) Ensure prompt and proper compilation of proposal for budget and reappropriation.

- (5) Banking arrangement, Supervision of cash section including proper cash management and timely transfer of cash for investment.
  - (6) Supervising Pre-Audit Work and examine all proposals bearing financial implications and suggest ways and means to control the Administrative expenditure.
  - (7) Maintenance of all the Cash Books and preparation of corresponding schedule of receipts.
  - (8) To ensure prompt submission of monthly return of classified summary of receipt and payments in respect of all accounts including final accounts and Balance sheet the Central Office.
  - (9) Any other work connected with Finance and Accounts.
- Duties of RPFC in charge of Sub-Region Office

All the functions of Regional Provident Fund Commissioner in charge of Regional Office are exercisable by the Officer-in-charge of Sub-Regional Offices, within the power delegated to them. However he will be under overall control and supervision of the Regional Provident Fund Commissioner in-charge of the Region.

- Duties of APFC in charge of a Sub-regional office

All the functions of Regional Provident Fund Commissioner in charge of Regional Office are exercisable by the Officer-in-charge of Sub-Regional Offices, within the power delegated to them. However he will be under overall control and supervision of the Regional Provident Fund Commissioner in-charge of the Region.

- Duties of APFC (Compliance & Recovery)

1. Assistant Provident Fund Commissioners (Enforcement and Recovery) will work under the general control and superintendence of the Regional Provident Fund Commissioner.

2. Assistant Commissioner (Enforcement):-

- (i) Enforcement of the Act and Scheme.
- (ii) Assessment of dues by conducting enquiry under section 7A.
- (iii) Monitoring of the fault.
- (iv) Recovery of Arrears.

- (v) Legal work relating to Enforcement if Assistant Commissioner (Legal) is not available.
- (vi) Penal damages.
- (vii) Any other work connected with Enforcement Damages and Legal work including Establishments.
- (viii) Recovery of Arrears.
- (ix) Any other work connected with the Recovery. He will be under the control of R.P.F.C.

□ Duties of APFC (Pension)

- (1) Work relating to settlement of Pension Cases.
- (2) Issue of Pension Payment Orders (P.P.O.)
- (3) Liaison with bank/disbursing agencies.
- (4) Payment through bank and reconciliation.
- (5) Any other work relating to Pension Scheme.

He will be under the over all Control of Controller of Pension.

□ Duties of APFC (Accounts)

- (i) Review of weekly/monthly arrears reports in settlement of claims, grant of advance, transfer and issue of statement of accounts including the monthly closing of claims inward register.
- (ii) Settlement of accounts, sanction and authorization of all claims under E.P.F. Scheme, 1952 including payment from S.R.F., D.R.F., U.C.D., Accounts, authorization and payment of all benefits under Employees Pension Scheme'95 and E.D.L.I. Scheme, 1976. Issue of Pension payment order under the Employees' Pension Scheme, 95.
- (iii) Authorisation of payment in inter-regional (involving actual transfer through cash section) transfer of accounts.
- (iv) Acceptance of past accumulations statement.
- (v) Sanction and authorization of non-refundable advance on account of Housing under Para 68-BB where the amount in each case exceeds Rs.25, 000/-.
- (vi) Ensure prompt return of checklists to EDP and Audit dispatch of Form 23.
- (vii) Preaudit of bills on all administration expenses.

(viii) Follow up action on audit reports.

(ix) Conducting of office inspection in respect of Sections under their charge. APFC (A/Cs) will report RC (F &A) /Officer in charge of S.R.O.

□ Duties of APFC (Administration)

- (1) Work relating to Administration.
- (2) Work relating to Vigilance.
- (3) Work relating to Construction.
- (4) CAT Cases.
- (5) House Keeping.
- (6) Stationery and Stores.
- (7) P.G.S.
- (8) Any other work relating to Administration and P.G.S.

He will submit the files directly to in-charge of the office.

□ Duties of APFC (Cash)

In view of the technicalities of accounting involved in the maintenance of various cash books, preparation of final accounts, preparation of Schedule of Receipt and Payments, etc., it is essential that the responsibility for their proper maintenance should be entrusted to an Assistant Provident Fund Commissioner. The A.P.F.C. will not only ensure that the day to day entries in the cash books are correctly made but also be responsible for monthly reconciliation between the cash books balances and the balances in the Bank statement being made regularly every month. The A.P.F.C. will also ensure the proper functioning of cash section in the Regional/Sub-Regional Offices.

**RECEIPT SIDE**

**Monitoring with the Banks:-**

(i) To ensure prompt receipt of challans and statements from State Bank of India, on due dates. Correspond with the Bank regarding delay in affording credits, interest on S.B. rates on due dates, missing credits and non-receipt of challans.

**Maintenance of Cash Books:-**

(ii) To ensure daily reconciliation of receipts in Accounts Nos.1, 2,10,21 and 22 and attest the schedule of receipts in respect of all sections.

(iii) Prompt rendition of schedule of receipts accounts sections by 10<sup>th</sup> of each month, duly certified by A.P.F.C.

(iv) To take prompt action on rectification of erroneous credits. Non-receipts of challans etc.

(v) To ensure periodical transfer including surplus funds in Administration Accounts, other accounts and for investment promptly. (Such as Account No.1to 5, 10 & 11, 2 to 4, 2 to 8, 22 to 24, 21 to 25)

(vi) Proper preparation of monthly-classified summary of receipts and payments under all cash and proforma accounts and prompt submission to Central Office.

(vii) Preparation of final accounts (Balance sheet) realization of interest on related credits from State Bank of India.

(viii) Organise periodical meetings with State Bank of India authorities to sort out the problems.

## **PAYMENTS SIDE**

### **Maintenance of Cash Books etc.:-**

(ix) To ensure proper maintenance of cash book (Cash ), Imprest Cash Book, undisbursed pay Register etc., by the Cashier and attest the daily transactions.

(x) Proper maintenance of valuable documents register for prompt receipt and disposal of Cheques/DDs received from employers and attest the entries.

(xi) To ensure proper reconciliation of Cash Books for accounts No.1, 2,10,21 & 22 and attestation of daily transactions.

### **Service to the Subscribers:-**

(xii) To receive the payment scrolls for payments of PF/Pension/EDLI benefits/ Advances and transfer cases daily and ensure reconciliation of scroll Inward Register and Cash Books.

(xiii) To sign the Cheques of Account No.1, 2,10,21 and 22 and prompt payment by Money Order/Cheques.

(xiv) To receive the undelivered money orders and Cheques from Postal authorities and send intimation to A/C Section.

(xv) To ensure prompt submission of all returns.

(xvi) To supervise the work of Cashier in disbursement of pay etc., and keep the undisbursed amount under joint safe custody.

(xvii) To obtain funds from account No.5, 4,11 and 25 as and when need arises.

(xviii) To watch the proper observation of the procedure prescribed in the Manual of Accounting Procedure by the Cash Section.

(xix) Any other item of work relating Cash Section assigned by RPFC/APFC (Cash) will be under the overall control of RPFC (F & A)/ Officer in charge of SRO.

□ Duties of APFC (Legal)

- (1) Work relating to legal work of Enforcement and Recovery.
- (2) Monitoring of Court Cases except C.A.T.
- (3) Any other work relating to legal matters.

He will be under the overall control of Regional Commissioner (Enforcement & Recovery)

□ Duties of APFC (Computer)

In charge of Computerisation of the Region.

- (2) In charge of MIS/Statistical Section.
- (3) Any other work relating to computerisation in the Region.

□ Duties of Enforcement Officers

1.
  - (a) To bring under the purview of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 every establishment which attracts the application of the Act by reason of requisite employment strength and its nature of activity;
  - (b) To recommend the coverage of establishment under section 1(4) of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 on the joint request of the employer and the majority of the employees of the establishment provided the establishment is not liable to implement the Act;
  - (c) To bring under the ambit of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, establishment participating in Common Provident Fund in which one or more than one establishment is already covered under the Act;
2. To secure full compliance by the employer of that establishment with the provisions of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Schemes framed there under;
3. To attend to the problems of employers arising in the process of compliance and to the grievances of employees including rendering service through the Service

Centre, if any set up, and where he cannot solve the problem or redress the grievances, to report the case to the Regional Provident Fund Commissioner for further action;

4. To conduct surveys when asked to, assess coverage potential to new categories of establishment;
5. To supply various prescribed forms to the employers on their request and educate them about their proper completion and punctual submission to the Regional/Sub-Regional Office;
6. To report to the Regional Provident Fund Commissioner, evasion, abuse, violation, defect or abnormality noted in the implementation of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Schemes framed there under;
7. To serve the warrant on the defaulting employer in recovery cases and attach and sell the property of the defaulting employer and to assist the Recovery Officer.
8. To attend to prosecution cases;
9. To conduct the prosecution cases as Assistant Public Prosecutors.
10. To ensure that the establishment exempted under Section 17(1) / 17(1C) / 2(A) of the Act / the establishment, where its individual/class of employees exempted under paragraph 27 / 27A of Employees' Provident Fund Scheme, 1952 or paragraph 28 of Employees' Deposit Linked Insurance Scheme, 1976 as the case may be, is complying with the relevant provisions of the Act/Scheme and also the conditions governing the grant of exemption stipulated by the appropriate Government or Central Provident Fund Commissioner or Regional Provident Fund Commissioner, as the case may be.
11. To serve summons/warrants on the accused in respect of prosecution cases launched, to enable quick results in larger interests of the Organisation; and
12. To obtain the requisite documents or particulars or verification of facts, etc., that is required by Regional Office/ Sub-Regional Office for rendering effective service by keeping liaison between the establishment and the office.
13. All the Enforcement Officers are notified as Assistant Public Prosecutors.
14. To verify and certify the past accumulations dues transferable by the establishment on account of application of the Scheme either due to coverage or on cancellation of exemption.
15. To carry out such other functions as may be assigned to him/her by the competent authority.

□ Duties of Assistant Accounts Officers in the RO/SRO

Accounts branch including cash in a Regional and Sub-Regional Offices will be under the charge of one or more Assistant Accounts Officer who will work under the supervision of Assistant Commissioner in-charge of Accounts.

Their principal functions are to maintain, proper discipline, punctuality and decorum among the staff and the section under their control.

To ensure: -

1. Proper and upto date maintenance of all the prescribed Registers and their periodical scrutiny.
2. Prompt submission of weekly and monthly arrear reports the Regional Commissioner/ Regional Provident Fund Commissioner (F & A)/Officer-in-charge of Sub-Regional Office, through the Assistant Commissioner concerned.
3. Prompt receipt of all the prescribed forms, returns and reports from the covered establishments, their proper scrutiny and prompt acceptance thereof.
4. Prompt follow-up action on the Schedule of Receipts and Schedule of payments and proper and upto date maintenance of establishment-wise Demand-collection-Balance register (Revised).
5. Preparation of Defaulters list for non-submission of returns/non-remittance of dues and 6 its prompt submission to Enforcement Sections.
6. Prompt action in preparing the statement of belated remittances for levying damages by P.D.Cell and also ensure the realization of interest due under Section 7Q of the Act.
7. Maintenance of subscribers ledger account.
8. Secure completion certificate in Annexure-III/Original title deed/for perusal and return in respect of all advances sanctioned under Para 68 B of the Scheme and initiate recovery action, wherever such certificates have not been received.
9. Prompt preparation and issue of the member's annual statement of accounts, after due reconciliation in the manner provided in the Manual.
10. Prompt submission of statistical returns and other general work including correspondence connected with the above items.
11. Prompt receipt of schedule from post office/bank on account of Pension cases and proper maintenance of Audit Register, register for disbursement of Pension through money order etc.
12. Form 3-A received from establishments are sent to EDP for operation of Checklists.
13. Verification and return of checklists received from EDP Cell within three days of its receipt.
14. The dispatch of Form 23 in respect of all the establishments for which Form 24 generated.



15. Watching of prompt receipt of Form 2 (revised) from establishments, and to transmit to EDP cell for creation of database.

16. To sanction and authorize non-refundable advances except advances 68-H (1A) and various non-refundable withdrawals under Para 68-B and 68-BB for which the limit of authorization is restricted Rs.50, 000/- only (except 68-H (1A)).

Note:- In the case of refundable advance under Para 68-H(2) prior approval of the Regional Provident Fund Commissioner should be obtained.

17. To scrutinize the final payment claims and submit the defective claims to Assistant Provident Fund Commissioner/Officer-in-charge of Sub-Regional Office for their rejection and return (after observing the guidelines prescribed).

18. To authorize transfer of accounts.

19. To authorize final payment claims upto the level of Rs. 50,000/- (wherever the payment exceeds Rs.50, 000/- after due scrutiny, submission to Assistant Commissioner (Accounts).

20. To sign payment scroll in respect of the claims authorised.

21. To attend queries of Internal Audit/Test Audit (statutory Audit).

22. Proper verification of data input sheet in respect of Form 10-D application under Employees Pension Scheme'95.

23. Adhere other instructions contained in the EDP manual.

24. To attend such other functions as may be assigned by Regional Commissioner/Regional Commissioner (F & A), Assistant Provident Commissioner or Officer in charge of Sub-Regional Office.

□ Duties of the Section Supervisors in the RO/SRO

1. To examine all receipt pertaining to his section and distribute them properly amongst his staff;
2. To see whether any receipts are immediate, difficult or of special nature and if so, deal with such receipts himself or give special instructions to the dealing assistant or clerk so that their quick and efficient disposal takes place;
3. To ensure that all immediate receipts in his section are put up on the date of receipt, all urgent receipts at least the next day and all ordinary receipts within 3 days, and to ensure that in no case any receipt kept pending for over 7 days;

4. To scrutinise the notes and drafts of the dealing assistant and clerks, revise them, if necessary, submit them to his immediate superior in cases where such submission is called for;
5. To ensure that all approved drafts are issued promptly and that all office copies are added to relevant files without delay;
6. To ensure, if necessary, by inspection of the tables and racks of the office staff, that the entries made by them in the arrear reports are in order and that no papers or files are overlooked;
7. To see that all periodical returns are received and issued well within the prescribed dates;
8. To keep a note in his personal note book or desk calendar of important cases requiring prompt action by a specified date, and to see that necessary action is taken in time;
9. To maintain a sectional note book containing important decisions for the purpose of references and to ensure that entries in the book are made as soon as decisions are taken;
10. To ensure that files on which action is complete are promptly indexed, stitched and recorded;
11. To scrutinise the work diary, intersectional movement register, file register and all other registers, once a week to see that their properly maintained, dated, initials being appended at the close of each scrutiny;
12. To see that all papers, files, reference books, spare copies and other documents are arranged properly and that unnecessary papers are weeded out periodically;
13. To check late attendance, maintain order and discipline, and to train, help and advise his staff; review the work dealing assistant through work diary;
14. To see that all the work in his section is handled in a methodical manner, with due regard to the need for economy in men, material and time, and suggest improvement in methods of work wherever possible;
15. To ensure that all the important scheme forms are received in time and audited and posted where necessary in accordance with the time schedule prescribed;
16. To receive all claims through Computerised inward register and maintain the Computerised sheets daily indicating the position of claims settled, rejected, returned and pending etc.;
17. To make sure by equitable distribution of work among the staff that all the applications for advances/transfers and claims for final settlement are dealt with methodically, speedily and disposed off within 30 days time limit prescribed. Wherever more number of applications are received proper distribution among the staff of the section should be resorted to ensure the timely settlement of accounts;

18. To maintain the annual accounts progress register ensure timely receipt of Form-3A and cause the issue of annual accounts before the time limit;
19. To furnish weekly reports all work areas and maintain monthly progress registers as per the format annexed duly verified and ensure the correctness of the entries in the personal registers of the dealing hands'
20. To arrange for systematic and timely levy of damages, where due;
21. To ensure compilation of annual accounts of all the establishments and issue of the individual statement of accounts of the members by the 30<sup>th</sup> September, each year;
22. To ensure the check lists received from the EDP Cell are sent back to EDP Cell for generation of output reports and the Form-23 as and when generated are despatched without any delay.
23. To ensure proper scrutiny, processing and finalization of all claims strictly in accordance with the date of receipt including transfer applications, within the prescribed time limit and in the process giving priority to the claims received from the beneficiary of the deceased member;
24. To watch the receipt of utilisation certificate/documents in respect of 68B withdrawals and initiate action of recovery in respect of all misuses;
25. To ensure the maintenance of returns/rejections of claims with the prescribed columns and furnish the statement of rejected/returned claims to EDP Cell for data entry'
26. To ensure the proper compilation of weekly/monthly report and MIS reports and submission within the due date;
27. To utilise various EPFO software by the user and to ensure proper handling of input / output formats.
28. To give priority for disposal of all Death Claims and it's monitoring on daily basis.
29. To perform any other function that may assigned to him from time to time by his immediate superior or other superior officers.

□ Duties of LDC/UDC/UDC (SG)/SSA in the Accounts sections

- 1) Scrutiny of the Returns and follow up action thereon.
- 2) Maintenance of Account under Employees' Provident Fund/Employees' Pension Fund/Insurance Fund.
- 3) Maintenance of DCB Register, Returns watching Register, Nomination register etc.
- 4) Maintenance of basic Original document such as Form 9 (Revised) and Form-2 (Revised), Form-1 (IF).
- 5) Preparation and maintenance of Subscriber's ledger account.
- 6) Verification of Schedule of Receipts (A/c 1,2,10,21,22) and preparation of Defaulters list for non-submission of Returns/non-remittance of dues.
- 7) Preparation of statement for levy of damages on belated remittance of dues under EPF/EPF/EDLI and to watch the realisation of penal damages.

- 8) Postings in the ledger account of the members towards PA dues, contribution, interest and withdrawals etc. and reconciliation with relevant register.
- 9) Reconciliation of Form 3A/6A with that of Form 12A. Compilation of Annual Accounts, preparation of Form 24 and Broad sheet preparation of 'consolidated Balance Compilation statement of the Subscribers' annual statement of accounts.
- 10)Furnishing of data to EDP Cell for compilation of annual accounts and issue of annual statement of accounts (F/23).
- 11)Payment of withdrawal/advances under various provisions of Employees' Provident Funds Scheme, 1952 within prescribed period of 30 days.
- 12)Settlement of accounts under EPF including payment from SRF, DRF, UCD Accounts and Pension Fund within prescribed period of 30 days in respect of claims complete in all respect.
  
- 13)Payment of benefits under Employees' Pension Scheme, 1995 within prescribed period of 30 days in respect of claims complete in all respect.
  
- 14)Payment of benefit under Employees' Deposit Linked Insurance Scheme, 1976 within prescribed period of 30 days.
  
- 15) Maintenance of various registers-withdrawal register and Interest Suspense A/c etc.
- 17) Transfer of Funds.
18. Audit.
- 19) Furnishing of statistical returns and other general work including correspondence work connected with the above.
- 20) To handle various input / output formats of EPFO software, as a user in Accounts Section.
- 21) Any other functions assigned by Regional Provident Fund Commissioner/Office-in-charge of Sub Regional Office/Sub Accounts Office from time to time.

#### Duties of LDC/UDC/UDC (SG)/SSA in the compliance section

1. Maintenance of establishment register falling in each circle.
2. Maintenance of centralized register for covered establishment, on close of each month to arrive at the actual number of live establishments dealt in the office. Up-to-date maintenance of Code Number Register in the section.
3. Close monitoring of compliance of all establishments including newly covered.
4. Maintenance of 'History sheet in respect of each establishment. A 'History Sheet' is an effective tool and serves for monitoring. It should necessarily be maintained for each establishment in a Register Form so as to record the basic details of the establishments with reference to coverage data, Form 5A, Bank accounts, default position, penal/legal action initiated etc. Alternatively, the History Sheet may be maintained along with the Coverage File.
  
5. Supply of guidelines to establishments seeking voluntary compliance.

6. Scrutiny of proposal/voluntary compliance applications received from establishments.
7. Issue of letter allotting the Code No. of establishments within three days, by fax and speed post.
8. Allotment of EPFO business number to each establishment.
9. To ensure disposal of application for allotment of code number, a register should be maintained in the prescribed manner.
10. The allotment of code number to an establishment with full details should be fed to the computer so as to update the establishment master.
11. On assigning code number, simultaneously the accounts group should also be earmarked so as to achieve the purpose and ensure compliance.
12. While accepting the Demand Draft along with the application for allotment of code number, it is also necessary to collect the Form 9(Revised), 5, 10, 12A upto the current month and also nomination forms of the members.
13. The receipt of these documents should be entered into computer before its transmission to accounts branch.

14. The coverage file should be reviewed and any wanting information/documents/clarification in regard to membership or the wages etc. should be obtained through correspondence and wherever required the establishment may be asked to appear for the enquiry under Section 7A and the dispute settled.
15. Assisting the establishment in determining the dues to be deposited in different accounts through Demand Draft. Filing of separate challans for each month.
16. A register to watch the conduct of 7A enquiries till the assessment of dues should be maintained. In addition separate register for current demand and arrear demand should be maintained so as to extract the details of the amount assessed, amount realised in each month.
17. Preparation of Annexure 'A' is the prime responsibility of Compliance Section. This should be prepared carefully and where the visit of the Enforcement Officer to the establishment is absolutely necessary and the defaulting establishments should necessarily be included in the Annexure 'A'. In addition, the requirement of accounts branch, if any, should also be included. The Annexure 'A' should be prepared preferably on weekly basis and provide the number of establishments at least 7 establishments per day. This will take care of the actual and effective inspection that can be conducted by the Enforcement Officer. The establishments listed in the Annexure 'A' should be supported by an authority letter for each establishment under the signature of the Assistant Provident Fund Commissioner of the circle. No Enforcement Officer is expected to visit the establishment without the authority letter. There is no regular inspection of establishments by the Enforcement Officer. The determination of dues under Section 7A also depends upon the receipt of Form 12-A from the establishments. Wherever the default in submission of Form 12A is detected, the Enforcement Officer should be directed to procure the same. It is the duty of the Assistant Provident Fund Commissioner to procure 90 per cent of the Forms 12A due from the establishments, either on voluntary compliance or through the Enforcement Officer.
18. Registers such as Marginal Register, Recovery Register, Register of Prosecution, Register of Tribunal cases, Register of 406/409, Register of Writ Petitions, Register of BIFR cases, Register of Attachment/Release of Properties, Claim Petition Register, Register on 8F cases, Register on 110CrPC cases are to be kept and updated.
19. Generation of reports on compliance from the computer.
20. Forwarding of letter and damages statements (including 7Q to the establishment).
21. Issue of summons, assessment order etc.
22. scrutiny of computerised reports with the assistance of Enforcement Officer before its release.

23. To ensure prompt action in collecting the Form 12A through Enforcement Officer, after 15 days of issue of 7A orders letter to banker should be sent under Sec.8F wherever due.
24. To ensure filing of complaints under Sec.406/409 of IPC.
25. Invoking the provisions of the Section 8B, issue of authority letters etc.
26. Transfer of current demand to arrear demand on first April of each year.
27. To assist the Assistant P.F. Commissioner in conducting minimum number (i.e.50) of 7A enquiries and also to assist the maintenance of DCB register at his level.
28. Pursue Court cases and furnishing parawise comments promptly.
29. To obtain the list of inoperative establishment and to follow it up through the Enforcement Officer for securing compliance.
30. Identifying the closed establishment in the Computer under 8B category.
31. Furnishing of statistical data on various enforcement activities, submission of returns and reports.
32. Tackling of defaulters: All the defaulting establishment should be got inspected for the purpose of conduct of 7A enquiries. With reference to Forms 12A, (after due scrutiny and acceptance) on the day of enquiry the assessment order is to be finalized, irrespective of the fact that whether the employer appears or not. The Drill prescribed for the conduct of 7A enquiry, maintenance of DCB Register and watching of acknowledgement on 7A order etc. should be closely monitored by the Compliance Section. After 15 days from the date of issue of 7A order the file should be reviewed with reference to 7A register for follow up action. Action should be initiated under Section 8F and to direct the Enforcement Officer to lodge a complaint under Section 406/409 for defaulting employees' share of provident fund contributions. Depending upon the gravity of the case all penal action should be initiated on due date and to determine whether the dues are realizable or unrealizable.
33. Realisation of dues through Section 8F should be closely watched. Court cases and prosecution cases should be pursued closely. All legal cases should be reviewed every month. The data for ABP Return should be extracted only from the concerned registers kept in the Compliance Section. These registers should be closed on monthly basis under the signature of Assistant Provident Fund Commissioner. The cases that are pending with the EPF Tribunal and Consumer Forum etc. are to be examined for follow up action.
34. All Court cases should be attended by the Enforcement Officer and the Report obtained for updating the History Sheet. At the end of each month a report from the Enforcement Officer is required to be obtained to determine the follow up action taken

on the defaulters and realisation of current and arrear demand etc. Wherever the penal damages and interest under Section 7Q are to be realized the Enforcement Officer should be deputed and action initiated.

35. Unless the compliance is secured by the Compliance Wing it may not be possible for the accounts branch to give compliance by issuing the Statement of Accounts etc on due dates. Thus the successful functioning of an office is solely depending upon the effective role of officials in the Compliance Wing.

□ Duties of LDC/UDC/UDC (SG)/SSA in the Cash section

### **RECEIPT SIDE**

- 1) Receipt of challans, Bank statements on due dates. Keep a watch on missing credits and non-receipt of challans.
- 2) Preparation of all subsidiary Cash Book & prompt rendition of Schedule of Receipts to the Accounts Sections.
- 3) Reconciliation of receipts in various accounts and proper maintenance of Cash Books.
- 4) Adjustment of erroneous receipts and transfer from one account to another.
- 5) Proper maintenance of challans, Bank statements etc.
- 6) To watch realisation of interest on all Bank accounts and also penal interest on belated transfer of funds from Base Branch to Link Branch and to pay Bank charges.
- 7) To facilitate EDP to operate CRAS software and to handle its input & output reports.

### **PAYMENT SIDE**

- 1) Maintenance of Cash Book (Cash) and Cash Book (Bank)(Payment side).
- 2) Cheque books, Blank Money Order forms etc. Maintenance of valuable document register for prompt receipt and disposal of cheques, Demand Drafts etc.
- 3) Preparation and rendition of all returns after ascertaining the details on receipt side.
- 4) Maintenance of Scroll Inward Register.
- 5) To ensure periodical transfers on due dates to other account and for investment.
- 6) Issue of cheque and Money Orders in all cases of authorization under the three schemes.
- 7) Forwarding of paid duplicate copy of scroll to the Accounts Section.
- 8) Preparation of monthly reconciliation statement of all Cash Books.
- 9) Preparation of monthly-classified summary of Receipts and Payments in respect of all accounts.
- 10) Preparation of Balance Sheets & Income & Expenditure Statement.
- 11) Receiving of undelivered MO/Cheques and forwarding of intimation to Accounts Branch and watching recredit intimation.
- 12) Despatch of Cheques/MOs/Letters from Cash Section.
- 13) Disbursement of Pay & Allowances and maintenance of connected registers.
- 14) Watching of Money Order Acknowledgement receipts, etc., and correspondence thereon.



15) Watching of payment of interest by Bank on belated credits.

16) To facilitate EDP to operate CPAS software and to generate Computerised cheques / ECS through HOSOFT / CCPS softwares

□ Duties of Accounts branch in Head Office

The accounts wing of the Central Office consists of various Sections viz., Banking, Investments, Budget and Finance, Audit, Balance Sheet, Cash (Local), Pension and Group Insurance etc., and their main functions are as follows;

1. Banking arrangements, Transfer of funds from one account to another, watching the maintenance of Cash books in the Regional and Sub Regional Offices, Maintenance of Cash books in Central Office for Account Nos.5,8, 9,11 and 25. And other summary cash books, maintenance of proforma accounts of Interest Suspense Account, SRF, DRF, Forfeiture and UCD Account. (Banking Section).
2. Investment of EPF, PF and EDLI fund, SPF, Pension Fund, Surplus Administration fund and watching of Interest, declaration of interest under para 60 of the EPF Scheme'1952, and acceptance of securities towards PF Dues, etc.,(Investment Section).
3. Preparation of consolidated Budget proposals-Budget Estimate and Revised Estimate of the Organization under EPF, EPS and IF re-appropriation of funds, watching of expenditure etc., Pre-audit of expenditure of the Corporate Headquarters, Scrutiny of proposals on matters having financial implications etc.,(Budget and Finance).
4. Scrutiny and follow-up action on reports of Internal and Statutory Audit parties, issue of clarification on the matters relating to the accounting procedures of the Employees Provident Fund, Pension Fund and Insurance Fund (Audit Section).
5. Preparation of consolidated Annual accounts under EPF, PF and IF on the basis of the Regional and Corporate Headquarters accounts. Matters connected with the Regional Income and Expenditure Account and Balance Sheet. Scrutiny and follow up action on the monthly classified summary of Receipts and Payments under various accounts received from Corporate Headquarters and Regional Offices and Sub Regional Offices.(Balance Sheet Cell).
6. Maintenance of Cash Book(Cash) and Cash Book(Bank) for Account Nos.4 and 24, Investment of surplus monies in administration accounts, Drawal and Disbursement of Pay and Allowances and other payment preparation of Receipt and Payment, Income and Expenditure and Balance Sheet of the Central Office, follow-up of Audit Report of Central Office. [(Cash)(Local)].
7. Processing of Pension papers of the Officers and Staff members and matters connected with Group Insurance Scheme, SPF, Compassionate Fund, Staff Benevolence Fund, Scholarship Scheme, etc., (Pension and GI Section).

### 3.2 Administrative & Financial Powers of the Central Board of Trustees

<b>S.NO.</b>	<b>ITEM</b>	<b>FINANCIAL POWERS DELEGATED BY CBT</b>	<b>REMARKS</b>
1.	To conduct study on evaluation of the organisation by outside agencies like the Indian Institute of management etc.	Full powers in respect of Government organisation like IIM/IIT/NPC with the concurrence of internal Finance of EPFO.	S.No.4 of part 1 of existing schedule.
2.	Advertisement & Publicity	1. Full powers in respect of Advertisement / publicity through DAVP with concurrence of Internal Finance of EPFO. 2. Not exceeding of Rs. Ten lakhs per annum in respect of Advertisement / publicity through private agencies with concurrence of internal finance of EPFO.	New item.
3.	Purchase and installation of computers.	Full powers with concurrence of Internal Finance of Employees Provident Fund Organisation.	Not below of Part 1 of existing schedule.
4.	Other items not mentioned above.	Up to Monetary Ceiling of Rs. Five lakhs with concurrence of internal finance of EPFO. Such sanction should be placed before the next meeting of Central Board of Trustees.	S.No. 5 of Part 1 of existing schedule.
5.	To sanction expenditure in excess of the limits prescribed above in emergent cases subject to the condition that such sanctions should be placed before the next meeting of the Central Board of Trustee for ratification.	Full powers with concurrence of Internal Finance of EPFO.	Delegated by Central Board of Trustees in its 118 <sup>th</sup> meeting held on 03-12-1988 Part 1 of existing schedule.

### 3.3 Administrative & Financial Powers of the Executive Committee

<b>S.NO.</b>	<b>ITEM</b>	<b>FINANCIAL POWERS DELEGATED BY CBT</b>	<b>REMARKS</b>
1.	Approval of estimates for construction of office building / staff quarters.	Rs. Five crores in each case where the work is executed through Govt. Agencies with concurrence of Internal Finance of EPFO.	New item.
2.	Approval for purchase of land	Full powers in case of purchase	New item.

	or site for construction of office building and staff quarters.	through Govt. Agencies with concurrence of Internal Finance of EPFO.	
3.	Hiring of office accommodation.	Full powers with concurrence of Internal Finance of EPFO, where the monthly rent exceeds Rs. One lakh.	Resolution of CBT circulated vide circular dated 05.07.1990.
4.	Repairs and alteration to hired and requisitioned office building.	Rs. Two lakhs in each case with concurrence of Internal Finance of EPFO.	New item.
5.	Execution of petty original works and special repairs to buildings owned by the Organisation including all works and repairs in connection with sanitary, water supply and electric installation to such buildings.	Rs. Twenty-five lakhs in each case through Govt. Agencies with concurrence of Internal Finance of Employees Provident Fund Organisation.	New item.
6.	To appoint consultant, Actuary, Auditors, Architect, Specialist and to fix their consultation fee, sitting and traveling expenses.	Upto Rs. Five lakhs per annum in each case excluding reimbursement of actual traveling expenses as per entitlement with concurrence of Internal Finance of EPFO.	New item.
<b>NOTE : The Chairman of Executive Committee may exercise the above financial powers in emergent cases subject to ratification by the Executive Committee in its next meeting.</b>			

### 3.4 Administrative & Financial Powers of the various Authorities of EPFO

#### SCHEDULE OF ADMINISTRATIVE & FINANCIAL POWERS

S.No.	Nature of Powers	Competent Authority	Extent
(1)	(2)	(3)	(4)
I. GENERAL POWERS			
1.	Re-delegation of powers to subordinate authorities under Sub-para(3) of para 24 of the EPF Scheme.	CPFC	Full powers subject to a report to the Board.
2.	Declaring a Gazatted Officer as a Head of Office.(D.F.P.R. – 14)	CPFC	Full powers.
3.	Designating an Officer as Disbursing Officer [G.F.R. 2(xii)]	CPFC	Full powers.
II. CREATION OF POSTS AND OTHER ESTABLISHMENT MATTERS			
4.	To create temporary posts in the	* CPFC	(i) Full powers to create group 'C' &

	regular sanctioned categories and scales of pay, subject to the conditions laid down in para 23 of the Scheme. (D.F.P.R. Schedule III)		<p>'D' posts for any specific period subject to the following conditions :-</p> <p>(a) The posts shall be created strictly according to the norms approved by the Board.</p> <p>(b) The concurrence of the FA &amp; CAO of the Organisation is obtained.</p> <p>(ii) Full powers to create group 'B' posts in the regular sanctioned categories and scale of pay for a period not exceeding 2 years.</p>
5.	To sanction continuance of temporary posts beyond the initial sanctioned period.	Additional CPFC	Full powers in respect of group 'B', 'C' & 'D' posts in Central Office subject to admissibility and budget provisions.
		RC(RA)	Full powers in respect of group 'B', 'C' & 'D' posts in the Regional Offices subject to admissibility and budget provision.
6.	Conversion of temporary posts in to Permanent ones.	CPFC	Full powers to convert temporary group 'B', 'C' & 'D' posts into permanent one subject to the observance of principles set out by the Govt. – vide Ministry of Finance. (Department of Expenditure O.M.No. A.11019/6/75-EGI, dated 24 <sup>th</sup> March,1976.
7.	Conversion of temporary group 'C' &'D' posts into permanent ones.	RPFC (RO)	Full powers subject to observance of the rules and instructions issued from time to time.
8.	To transfer staff and officers from one Region to another or from Central Office to Region or vice versa.	CPFC	Full powers.
9.	To transfer employees in the grade of Superintendents and other equivalent on lower cadres from Central Office to Regional / Sub-Regional Office.	Additional CPFC	Full powers subject to instructions that may be issued from time to time.
10.	To transfer employees in the grade of EO/AAO and other equivalent or lower cadres from one Region to another.	RC (RA)	Full powers subject to the instructions that may be issued from time to time.
11.	Power to transfer employees within his jurisdiction.	RPFC (RO)	Full powers upto the level of EO/AAO [including PFI (Gr.I)] and equivalent posts subject to the observance of the instruction issued

			by the Central Office / govt. from time to time.
12.	Deputation of Officers outside the department.	CPFC	Full powers subject to the condition that sanction of the appointing authority for filling up of the consequent vacancies shall be obtained.
13.	Deputation of Officers for training in India.	CPFC	Full powers subject to the condition that sanction of the appointing authority for filling up of the consequent vacancies shall be obtained.
14.	(i) To allow deputation of employees up to the cadre of Superintendents and other equivalent cadres outside the Organisation.	Additional CPFC	Full powers subject to the instructions that may be issued by the Govt. / C.B.T./ CPFC from time to time.
	ii) To allow deputation of employees upto the cadre of EO/AAO and other equivalent posts outside the Organisation.	RC(RA)	Full powers subject to the instructions that may be issued by the Govt. /CBT/CPFC from time to time.
15.	To alter the date of birth recorded in the service book in the case of clerical errors in respect of non-gazatted Officers.	Addl. CPFC RC (RA)	Full powers in respect of the staff in the Central Office. Full powers in respect of the staff in the Regional Offices.
16.	To sanction investigation of claims for arrears of pay etc. subject to the restrictions laid down in Rule 83 & 87 of G.F.R.	CPFC RPFC (RO)  RPFC-II SRO/ADM	Full powers. Full powers in respect of all employees upto the level of APFC. Full powers for all employees up to the level of AAO/EO.
17.	Counting of period of suspension on re-instatement with forfeiture of allowance.	CPFC	Full powers.
18.	Forwarding of applications from officers for jobs outside the Organisation.	CPFC	Full powers.
		Additional CPFC	Full powers in respect of all officers up to the level of RPFC(Gr. II) in the Central Office subject to instructions that may be issued from time to time.
		RC(RA)	Full powers in respect of all officers up to the level of RPFC(Gr. II) in the Regional Offices subject to the instructions that may be issued from

			time to time.
		RPFC(RO/SRO/ADM)	Full powers in respect of all Group 'B' 'C' & 'D' posts subject to the observance of the instruction issued from time to time.
		APFC(SRO/ADM.)	Full powers in respect of all employees upto the level of Assistants / Head Clerks subject to the instructions issued from time to time.
19.	To grant permission for prosecuting higher studies.	CPFC	Full powers.
		RPFC(RO)	Full powers up to the level of APFC subject to instructions issued from time to time.
		RPFC(SRO/ADM)	Full powers up to the level of EO/AAO/Supdts. and equivalent post subject to instructions issued from time to time.
		APFC(SRO/ADM)	Full powers in respect of the employees up to the level of Assistants/ Head Clerks subject to the instructions issued from time to time.
20.	To issue no objection certificate for obtaining international passport.	CPFC	Full powers.
		Additional CPFC	Full powers up to the level of APFC and other equivalent posts in the Central Office.
		RC(RA)	Full powers up to the level of APFC and other equivalent post in Regional Offices.
		RPFC(RO)	Full powers in respect of all group 'C' & 'D' employees and for AAOs/EOs subject to the observance of the instructions issued in this regard by the CPFC/Govt. from time to time and obtaining of Vigilance clearance.
21.	To permit an employees to attend meetings and conferences within India and to treat him as on duty in accordance with the rules applicable to similar Central Govt. servants.	CPFC	Full powers.
22.	Authorizing an employee to proceed on duty to any part in India.	CPFC/RPFC(RO)	Full powers. Full powers for attending pending court cases, enquires, departmental

			proceedings in respect of employees and officers working in the Regions.
		RPFC (SRO/ADM)	Full powers for attending departmental enquiries departmental examination etc.
23.	To sanctioning undertaking of journey of an official of his office outside his Region for giving evidence in court case (connected with EPF Law) as a witness for the EPF Organisation.	RPFC(RO/SRO/ADM)	Full powers.
24.	Permission to Group 'A' Officers to attend Seminars, Committees, Councils etc. in India.	CPFC	Full powers.
<b>III. APPOINTMENT / TERMINATION OF APPOINTMENT</b>			
25.	Appointment of substitute in Place of an absentee on quarantine leave.	CPFC	To the extend delegated in Finance Ministry's O.M.No. F.7(40)/E.10/55, dated 29 <sup>th</sup> September, 1955 in respect of posts for which he is the appointing authority.
26.	(a) To permit retention of lien.	CPFC	Full powers.
	(b) To suspend lien under F.R. 14	CPFC	Full powers.
	(c) To transfer lien on a post (FR-14B)	CPFC	Full powers.
27.	To make appointment to all group 'B' posts and group 'A' posts of APFC.	CPFC	Full powers. Note – If at any time the post of CPFC is lying vacant, the powers of making appointments vested in the CPFC may be exercised by the additional CPFC.
28.	Powers to make appointment.	Additional CPFC	Full powers in respect of Superintendents, Hindi Translator (Gr. I), Jr. Accounts Officer, Personal Assistant to FA and CAO and Additional CPFC and Research Assistant in the Central Office.
		RC (RA)	Full powers in respect of EOs/AOs.
29.	To make appointment to all group 'C' and 'D' posts.	RPFC (RO) RPFC (LA)	Full powers. Full powers.
30.	Appointing an employee of the Organisation to officiate in more than one post and fixing (a) his pay in subsidiary posts and (b) the amount of compensatory allowance to be drawn by him	CPFC	Full powers provided that he has power to appoint the employee permanently to each of the post concerned.

	(F.R. 49)		
31.	Recruitment of a person below 18 years of age to clerical post.	CPFC	Full powers for relaxation up to one year.
32.	Appointment without reference to Employment Exchange of a son/daughter / near relative of an employee of the Organisation who dies in harness leaving his family in indigent circumstances.	CPFC/ RPFC (RO)	Only in deserving cases where the family of a deceased employee stands in need of immediate assistance on account of his sudden death, there being no other earning member of the Family.
33.	Appointment without reference to the Employment Exchange of such persons as had ceased to be in service on the ground that they failed resume duty after the expiry of the maximum period of extraordinary leave admissible to them as temporary employees.	CPFC/ RPFC(RO)	Full powers subject to the conditions that the made of recruitment through the Employment Exchange should be dispensed with only if the initial appointment was regular. The re-entry of employee in service will be treated as fresh appointment.
34.	Dispensing with a medical certificate of fitness before a appointment to the Organisation in individual cases (F.R. 10)	CPFC	Full powers in the case of non-gazatted employees.
35.	To accept in the case of female candidate medical certificate from female medical practitioner.	[RPFC (RO/SRO/ADM) APFC (SRO/ADM)	Full powers. Full powers up to the level of AOs/AOs/EOs and other equivalent posts.
36.	To transfer an employee from one post to another.	CPFC RPFC (RO)	Full powers. Full powers in respect of all group 'C' & 'D' posts, to transfer a person from one post to another post in an identical cadre for a period of one year subject to the observance of the instructions issued from time to time.
37.	To retain a non-govt. employee of the Board in service after the age of 55 not beyond the age of 55 but not beyond the age of 60.	CPFC	With the prior approval of the Central Board and provident extensions are granted up to one year at a time.
38.	(i) Accepting resignation of an employee o the Organisation.	Appointing Authority	Full powers in accordance with rules / instructions.
	(ii) Permitting withdrawal of resignation.	Ditto	Ditto
39.	To declare an employee to be a ministerial servant.	CPFC	Full powers.
<b>IV. LEAVE</b>			
40.	To sanction Casual Leave	Branch Officer	Full powers in respect of Group 'C' & 'D' employees.



		Immediate Superior Officer	In respect of other subordinate officers.
41.	To forfeit leave for late attendance.	Ditto	Ditto
42.	To condone late attendance	Ditto	Ditto
43.	Grant of all kinds of leave to officers where officiating arrangements are not necessary.	CPFC RPFC (RO)	Full powers. Full powers to grant all kinds of leave other than special disability and study leave.
44.	To grant any kind of leave (other than special disability leave) to the employee.	CPFC	Full powers for any period.
		Additional CPFC	(i) Full powers in respect of Officers and staff of the Central Office up to the rank of APFC (Gr.I) (ii) Full powers for grant of Casual Leave in respect of RPFCs of all grades posted in the Central Office. (iii) EL up to 10 days in respect of RPFCs of all grades posted in the Central Office.
		RC (RA)	(i) Full powers for grant of CL in respect of RPFCs of all grades posted in the Regional / Sub-Regional Offices. (ii) EL up to 10 days in respect of RPFCs of all grades in the Regional SROs.
		RPFC (RO)	Full powers in respect of officers and staff of the Regional Office.
		RPFC/APFC, SRO	Full powers in respect of officers and staff of the Sub-Regional Office.
		APFC (Adm.)	Full powers in respect of all group 'C' and 'D' posts subject to admissibility.
45.	Permitting an employee of the Organisation on leave to return to duty before the expiry of leave.	The Authority, which sanctioned the leave.	Full powers.
46.	Extending leave	Ditto	Full powers
47.	Granting special disability leave	CPFC/ Appointing Authority	Full powers.
48.	Extension of leave to cover overstay	CPFC	Full powers.
49.	To require medical certificate of fitness before return from leave on medical certificate in cases in which he is authorized to grant leave.	CPFC RPFC (RO) SRO/ADM. APFC (SRO/ADM.)	Full powers.
50.	Grant of leave to an employee of the fund declared medically unfit to	CPFC	Full powers.

	return to duty.		
53.	Combination of holdings with leave & joining time.	CPFC	Full powers.
54.	To grant special CL on occasions like Bandh, Curfew etc. or for participating in sports activities etc.	CPFC	Full powers.
<b>V. PAY AND ALLOWANCE, FEES AND HONORARIUM</b>			
55.	To fix initial pay at a higher stage than the minimum of a grade of a post which he is empowered to create (FR. 27)	CPFC	Full power.
56.	Power to fix pay of an officiating employee at an amount less than that admissible under the rules (FR 35)	CPFC	Full powers in respect of the posts for which he is the appointing authority.
57.	Granting of special pay to the machine operators (including group 'D') engaged on operating Gestetner Machines of the EPF Organisation.	CPFC	Full powers subject to the condition contained in the Ministry of Finance (Deptt. of Expenditure) O.M. No. E 9(42 Estt.) III/61, dated 8 <sup>th</sup> December, 1961 as modified from time to time.
60.	Grant of special pay to Cashier / U.D. C.s. of the EPF Organisation G.I.D. (6) below F.R. 9(25)	CPFC	Full powers subject to the rules and instructions regarding grant of such special pay laid down by the Central Govt. from time to time for this purpose.
64.	Granting pre-mature increments in a time scale (FR 27)	CPFC	Full powers.
65.	Allowing an employee to count for increments period of extraordinary leave taken otherwise than on Medical Certificate (FR 26)	CPFC	Full powers.
66.	Powers to allow crossing of E.B in respect of APFC (Gr. I)	CPFC	Full powers.
67.	Sanctioning of the fitness to cross E.B. prescribed in a time scale (FR. 25)	CPFC	Full powers in respect of the posts for which he is the appointing authority.
		Additional CPFC	Full powers in respect of Supdt. / Hind Translator (Gr. I) /Jr. Accounts Officer / P.A. to F.A. & CAO and Additional CPFC and Research Assistant in the Head Quarters Office on the recommendation of the DPC subject to the conditions that in case of with holding of EB the file will

			be submitted to CPFC for concurrence.
68.	To sanction the undertakings of work for which an honorarium is offered and the grant or acceptance of honorarium, [FR 46(B)]	CPFC	Full powers up to a maximum of Rs. 2,500 in each case subject to a report to the Board of Trustee (in case of recurring honorarium this limit applies to the total of the recurring payments made to an individual in a year).
69.	To sanction undertaking of work for which a fee is offered and the acceptance of the fee (SR. 11)	CPFC	Full powers up to a maximum of Rs. 3,000 in each case. In the case of recurring fee this lime applies to the total of the recurring payments made to an individual in a year.
		Additional CPFC	Full powers up to a maximum of Rs. 2,000 in each case in respect of all officers upto the level of RPFC (Gr. II) in the Central Office. In the case of recurring payments made the limit applies to the total of the recurring payment made to an individual in a year, subject to instructions that may be issued from time to time.
		RC (RA)	Full powers up to a maximum of Rs. 2,000 in each case in respect of all RPFCs (Gr.II) in the Regional / Sub-Regional Offices. In the case of recurring payments made, the limit applies to the total of the recurring payment made to an individual in a year, subject to instructions that may be issued from time to time.
72.	Authorizing drawal of pay and allowances for a period of not exceeding two months for a fresh recruit to Organisation without Medical Certificate of Health (G.I.D Below F.R. 10)	CPFC	Full powers in respect of all Group 'B' 'C' and 'D' posts and Group 'A' post up to the level of APFC.
<b>VI. ADVANCES TO THE EMPLOYEES OF THE BOARD</b>			
74.	To sanction House Building Advance.	CPFC	Full powers.
75.	To sanction advances for the purchase of conveyance subject to the conditions laid down in G.F.R. [GFR 191(1) and (2)]	CPFC	Full powers subject to budget provision.
76.	To re-delegate the powers in item No. 75 to a subordinate authority which has power to appoint an employee in respect of that grade	CPFC	Full powers.

	of employee.		
77.	Extending the time within which purchase of conveyance should be completed (GFRs Note 1 below Rule 196 with Rule 211)	CPFC	To extend in exceptional cases the prescribed time limit of one month to two months from the date of drawal of advance.
81.	Fixing the rate at which the advance of pay would be recovered from the subsistence allowance. (GFR- GID below 225)	CPFC	Full powers.
84.	Fixing festival occasions on which festival advance will be allowed. (GFR – GID (1) below Rule 236)	CPFC	Full powers.
<b>VII. TRAVELING ALLOWANCE</b>			
94.	To permit a Group 'D' employee to draw higher (intermediate) class fare when accompanying an officer which provides no 2 <sup>nd</sup> class accommodation.	CPFC	Full powers.
95.	To act as competent authority under SR 42 & 190.	CPFC	Full powers.
100.	To countersign TA bill of Officers	CPFC	Full powers (including his own case).
		Additional CPFC	Full powers up to the grade of RPF (Gr. II) working in the Central Office.
101.	To extend the time limit of six months and one month within which the members of the family of a transferred employee may be treated as accompanying him in individual cases attendant with special circumstances.	CPFC	Full powers.
		Additional CPFC	Full powers in respect of all offices upto the level of RPF(II) working in the Central Office.
		RC (RA)	Full powers in respect of all officers up to the level of RPF (Gr.II) working in the Regional and Sub-Regional Offices.
102.	To declare who shall be the controlling officer and to make rule for his own (SR 191)	CPFC	Full powers.
103.	Powers to make rules for the guidance of the controlling officers. (SR 195)	CPFC	Full powers.
<b>VIII. LEAVE TRAVEL CONCESSION</b>			
104.	Permitting change of Home Town for purpose of LTC.	CPFC	Full powers except that the powers shall not be exercised by the Central Provident Fund Commissioner in

			respect of his own case.
		Additional CPFC	Full powers up to the grade of RPFC of (Gr. II) working in the Central Office.
		RC (RA)	Full powers up to the grade of RPFC(Gr. II) working in the Regional & Sub-Regional Offices.
105.	Relaxation of time limit of six months between commencement and completion of the journey by the family of the employee for entitlement of LTC.	CPFC	Full powers to the conditions specified in the Government of India O.M. No. 43/10/5/Estt(A), dated 11 <sup>th</sup> April, 1958 as amended from time to time.
		Additional CPFC	Full powers up to the grade of RPFC (Gr.II) in the Central Office.
		RC (RA)	Full powers up to the grade of RPFC (Gr.II) working in the Regional & Sub-Regional Offices.
106.	To permit the change of declared place of visit in respect of the LTC facility availed by the staff / officers.	CPFC	Full powers.
		Additional CPFC	Full powers in respect of all officers up to the level of RPFC (II) working in the Central Office, subject to instructions that may be issued from time to time.
		RC (RA)	Full powers in respect of all officers up to the level of RPFC(Gr.II) working in the Regional & Sub-Regional Offices, subject to instructions that may be issued from time to time.
<b>IX. JOINING TIME</b>			
107.	Permitting the calculation of joining time by a route other than that which travelers ordinarily use (SR 296)	CPFC	Full powers.
108.	Extending joining time on certain conditions within a maximum of 30 days in case other than that of gazetted officers (SR 302)	CPFC	Full powers.
<b>X. MEDICAL ATTENDANCE</b>			
109.	Reimbursement of Medical expenses as admissible under the C.S.(M.A.) Rules, 1944 as amended from time to time.	CPFC	Full powers in respect of all officers and staff including himself.
110.	Reimbursement of medical expenses in relaxation of medical	CPFC	Same powers as are delegated by the Government of India to the Head

	attendance rules.		of Departments from time to time.
		Additional CPFC	Same powers as are delegated by the government of India to the Central Commissioner at present in respect of group 'B', 'C', and 'D' employees working in the Central Office.
		RC(RA-III)	Same powers as are delegated by the government of India to the Central Commissioner at present in respect of group 'B', 'C' & 'D' employees working in the Regional & Sub-Regional Offices.
<b>XI. CONTINGENT AND MISCELLANEOUS EXPENDITURE</b>			
111.	(i) To sanction permanent advances (GFR) 90(i)	CPFC	Full powers subject to the conditions prescribed under rule 90 of GFR.
		Additional CPFC	Full powers in respect of Central Office subject to conditions prescribed under rule 90 of GFR.
		RC (RA)	Full powers in respect of Regional SROs subject to the conditions prescribed under Rule 90 of GFR.
	(ii) To sanction contingent recurring charges subject to the limits laid down in para 24 of the Scheme.	CPFC	Up to the budget provision for such purposes.
112.	To sanction contingent non-recurring and recurring expenditure subject to the limits laid down in para 24 of the Scheme.	CPFC	Up to Rs. 25,000 non-recurring expend in each case and up to Rs. 10,000 recurring expenditure per annum in each case subject to availability of budget provisions.
114.	To sanction non-recurring & recurring contingent charges for the purpose of Stationery & Printing.	CPFC	Full powers subject to the stipulation that the purchase of stationery and printing will be done at the competitive rates by obtaining quotations.
116.	Repairs and alterations to rented, hired, and requisitioned buildings.	CPFC	Rs. 20,000 p.a. non-recurring & Rs. 5,000 p.a. recurring.
117.	Maintenance of office building and residential quarters owned by the Organisation.	CPFC	Full powers for incurring expenditure as per estimates approved by the CPWD or Government / Semi-Government agencies.
118.	To sanction expenditure in connection with civil works.	CPFC	Rs. 1,00,000 in each case as per estimates approved by the CPWD / Government agencies.
119.	Hiring of accommodation for the Headquarters, Regional and other	CPFC	Rs. 50,000 per month in all cities where the offices of the EPF

	offices.		<p>Organisation are located subject to the following conditions:-</p> <p>(a) Where the CPWD operates, it shall invariably be consulted as to the reasonableness of the rent.</p> <p>(b) Where the CPWD does not operate, the authority hiring the accommodation should avail of the assistance of the local Public Works Department or Rent Control Authority or State Revenue Department and obtain a certificate of reasonableness of rent from such local authorities.</p> <p>(c) Where the accommodation is hired exclusively for office, the area of the accommodation shall not exceed what is admissible by more than 20 percent.</p>
120.	For purchase and installation of Computers in the Hqrs., Regional and Sub-Regional Offices.	CPFC	Upto the extent of Rs. Seven lakhs in respect of main computer System and Rs. Four lakhs for each category of Peripherals in each case in consultation with the Internal Financial Advisor.
126.	(i) Fees to barristers, pleaders, arbitrators and umpires	CPFC	<p>Full powers in respect of fees to government pleaders appointed by the Ministry of Law under clause (a) of Rule 8-B of order XXVII of the First Schedule to the code of Civil Procedure, 1908 ( 5 of 1908) or of State Law Officers, where the fees payable are in accordance with the scales of fees fixed by the High Courts or the State Government or any law for the time being in force or are settled or determined by the Ministry of Law, as the case may be.</p> <p>(ii) (a) Upto Rs. 1,000 in each case in the High Courts of Bombay, Calcutta and Madras.  (b) Upto to Rs. 800 in each case in a High Court other than the High Courts of Bombay, Calcutta and</p>

			<p>Madras.</p> <p>(c) Upto Rs. 200 for a case in any other Court.</p> <p>(iii) Full powers in respect of fees of Advocates whose names are borne on the panel approved by Law Ministry for any Court other than the High Courts of Bombay and Calcutta unless special fees exceeding fees admissible under the mentioned schedule of fees are claimed.</p> <p>(iv) In respect of fees of advocates whose names are borne on the panel approved by the Law Ministry for engagement in the High Courts of Calcutta and Bombay unless special fees exceeding fees admissible under the sanctioned schedule of fees are claimed.</p>
(ii)	Other legal charges [Item No. 9(ii) Annexure Schedule V DFPR]	CPFC	Full powers in cases where he is authorized to sanction the institution of the suit or prosecution in other cases Rs. 5,000 in each case. Full powers where he is vested with the powers to refer cases to Arbitration otherwise Rs. 10,000 in each.
	(a) Law suits or prosecution cases	CPFC } }	
	(b) Arbitration cases		
130.	To incur expenditure on Training Schemes	CPFC	Upto Rs. 25,000 in each case.
131.	Payment of Course fee for deputing employees to training institutions outside the EPF Organisation but within his jurisdiction.	Additional CPFC	Up to Rs. 10,000 in each individual case in the Central Office.
		RC (RA)	Upto Rs. 2,500 in each individual case in the Regional and Sub-Regional Offices.
132.	To sanction expenditure for maintenance of Lifts	CPFC	Full powers.  Full powers.
<b>XII. WRITE OFF LOSSES</b>			
133.	Power to write off losses: -		
	(i) Irrecoverable losses of stores or public	CPFC	(i) Rs. 10,000 for losses of stores



	<p>money (including loss of Stamps)</p> <p>(ii) Loss of irrecoverable loans and advances (The power to write off losses as mentioned in (i) and (ii) above may be exercised by CPFC provided that: -</p> <p>(a) The loss does not disclose a defect in rules or procedure the amendment of which requires the orders of the higher authority.</p> <p>(b) There has not been any serious negligence on the part of the employee which may call for disciplinary action by a higher authority)</p> <p>(Schedule VII, DFPR)</p>	CPFC	<p>not due to thefts fraud or negligence.</p> <p>(ii) Rs. 5,000 for other cases. Rs. 2,000.</p>
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### **XIII. MISCELLANEOUS**

136.	Sale by auction or otherwise on the interest of the Board of unserviceable stores and perishable articles.	CPFC	Full powers in respect of unserviceable and obsolete stores and articles the value of which he is competent to write off subject to the condition that where the sale results in a loss exceeding Rs. 1,000 in such case a report must be made to the Board.
137.	Condemnation and disposal of office machines including typewriters	CPFC	Full powers in accordance with the orders of the Central Govt. in this behalf issued from time to time.
138.	To order destruction of records	CPFC	Full powers.
139.	Where the CPFC requires factual information of general nature in individual cases not relating to policy or relaxation of rules he may make reference to other Ministries / Departments direct instead of routing such references through the Ministry.	CPFC	Full powers.
140.	Power of Suspension and imposition of minor	CPFC	Full powers in respect of APFCs.

	penalties under clause 7(i) to (iv) of EPF Staff (Classification Control and Appeal) Rules, 1971		
142.	Acceptance of surely bonds to be executed by the employees of the fund for handling cash, stores etc.	Additional CPFC	Full powers in the Central Office.
		RC (RA)	Full powers for the Regional & Sub-Regional Offices.
143.	Directing service association to submit audited statement of accounts every year under para 5(e) of the CCS (Recognition of Service Associations) Rules, 1959 to CPFC.	CPFC	Full powers.
144.	To act as the prescribed authority for the purposes of rules 18(2) & 18(3) of the CCS (Conduct) Rules, 1964 in the case of all officers and staff of the EPF Organisation except for himself.	CPFC	Full powers.
		Additional CPFC	Full powers in respect of Accounts Officers and other officers of equivalent grade and Superintendent and other equivalent posts in the Central Office.
145.	Directing the staff council, where there is no disagreement between the staff representatives and the senior officers to submit its proceedings to the CPFC.	CPFC	Full powers.
146.	To sanction advance from the SPF to the employees and officers.	CPFC	Full powers.
147.	Forwarding of application for allotment of motor vehicles from Govt. quote direct to the Ministry concerned instead of routing through the Admn. Ministry.	CPFC	Full powers.
148.	Providing Secretarial assistance to the DPC constituted for Class I and Class II Officers.	CPFC	Full powers.
149.	To grant recognition to staff Associations	CPFC	Full powers subject to the conditions laid down in Ministry of Home Affairs O.M. No. F 24/23/57/Estt.(b) dated 3 <sup>rd</sup> March, 1959 are satisfied.
150.	To issue instructions for guidance of subordinate authorities in the matter of contingent expenditure.	CPFC	Full powers.
152.	To sanction on the renting of accommodation in accordance with regulation subject to the conditions laid down in Appendix 10 of the GFR Vol. II (GFR 144)	CPFC	Full powers for a period not exceeding one year.
153.	To prescribe the form of surely Bond to be executed by an employee of the fund for handling cash stores etc.	CPFC	Full powers.

## FINANCIAL POWERS DELEGATED TO THE C.P.F.C. AND OTHE OFFICERS

Sl. No.	Items	Financial Powers delegated by the C.B.T. to the CPFC	Financial Powers delegated by the CPFC		Remarks
1.	To sanction permanent advances under Rules 90 of GFR	Full powers subject to the conditions prescribed under Rule 90 of GFR	1.Addl.CPFC / Director (NATRSS)  2.RPFC (RO/ASD) 3.RPFC-ADM 4.Dy. Director (ZTIs)	Full powers in respect of Head quarters/Zonal Offices/NATRSS subject to the conditions prescribed under Rule 90 GFR Full powers in respect of RO/SRO/ZTIs /NATRSS subject to the conditions prescribed under Rule 90 of GFR.	Sl.No.111(i) of XI of Part –II of Existing Sch.

2.	To sanction expenditure on contingent recurring and non-recurring items subject to the limits laid down in para 24 of the scheme:- (i)Furniture and Fixture purchase and its repairs	(i)Full powers with concurrence of Internal Finance of EPFO and subject to the budget provision.	1.Addl.CPFC /Director (NATRSS)	Up to Rs.2 Lakhs Per annum for recurring and Rs. 2 Lakhs in each case for non-recurring items for Head Office /Zone/NATRSS subject to observance of GFR Provisions and instructions issued from time to time in this regard, in consultation with the Internal Finance and availability of budgetary provision.	SI.No.111(ii) &112 of XI of Part –II of existing Sch.  (i)SI.No.113(i) of XI of Part –II of existing Sch.
			2.RPFC (RO/ASD) 3.RPFC-ADM (NATRSS) 4.Dy. Director, (ZTIs)	Up to Rs.1 Lakh Per Annum for recurring and Rs.1 Lakh in each case for non-recurring items for Head Office/Region/ZTIs/NATRSS subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and availability of budgetary provision.	
			5.RPFC (SRO/SAO/ADM)	Up to Rs.50, 000 Per Annum for recurring and Rs.50, 000 in each case for non-recurring items for RO/SRO/SENIOR ADMINISTRATIVE OFFICER subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and availability of budgetary provisions.	
			6.APFC (SRO/SAO/ASD/ADM) 7. APFC (ADM) (NATRSS/ ZTIs)	Upto Rs.20, 000 Per Annum case for recurring and Rs.20, 000 in each case for non-recurring items for HQ. /RO/SRO/SAO/NATRSS/ZTIs subject	

(ii) Office equipments	(ii) Full powers with concurrence of Internal Finance of EPFO and availability of budgetary provisions	1. Addl. CPFC / Director, (NATRSS)	Upto Rs.2 Lakhs Per Annum for recurring and Rs.2 Lakhs in each case for non-recurring items for Head Office/Zone /NATRSS subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.	(ii) Sl.No.113 (ii) of XI of Part II of existing Sch.
		2.RPFC (RO/ ASD) 3.RPFC-ADM (NATRSS) 4.Dy. Director , (ZTIs).  5.RPFC (SRO/SAO/ (ADM)	Upto Rs.1 Lakh Per Annum for recurring and Rs.1 Lakh in each case for non-recurring items for Head Office/Region/ZTIs /NATRSS subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.  Up to Rs.50, 000 Per Annum for recurring and Rs.50, 000 in each case for non-recurring items for RO/SRO/SAO subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provisions.	

			6.APFC (ASD/ SRO SAOADM) 7.APFC-ADM (NATRSS/Z TIs)	Up to Rs.20, 000 Per annum case for recurring and Rs.20, 000 in each case for non-recurring items for HQ/ATI's/RO/ SRO/ SAO/NATRSS subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.	
(iii) Other Items	(iii) Full powers with concurrence of Internal Finance of EPFO	1.Addl.CPFC / DIRECTOR (NATRSS)		Up to Rs.50, 000 Per Annum for recurring and Rs.25, 000 in each case for non-recurring items for Head office/Zone/NATRSS subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.	(iii) Sl. No. 113 (ii) of XI of Part –II of existing Sch.
		2.RPFC (RO/ASD) 3.RPFC-ADM (NATRSS) 4.Dy. Director , (ZTIs).		Up to Rs.25, 000 Per Annum for recurring and Rs.15, 000 in each case for non-recurring items for Head Office/Region/ZTIs/ NATRSS subject to instructions issued to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.	

			5.RPFC (SRO/ SAO/ADM)	Up to Rs.20, 000 Per Annum for recurring and Rs.10, 000 in each case for non-recurring items for RO/SRO/SAO subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provisions.	
			6.APFC (ASD/SRO/S AO/ADM) 7.APFC- ADM (NATRSS/Z TIs)	Up to Rs.10, 000 Per Annum for recurring and Rs.5, 000 in each case for non-recurring items for HQ/ZTIs/RO/SRO/SAO/NA TRSS subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.	

3.	Purchase of stationary through Central/State Govt. Stationary Department / agencies including Super Bazaar/ Kendriya Bhandar/ NCCF	Full powers with concurrence of Internal Finance of EPFO	1.Addl.CPFC / Director, (NATRSS)	Full powers subject to instructions issued from time to time in this regard in consultation with internal finance and availability of budgetary provision.	Note below S.No.114 of XI of Part II of existing Schedule.
			2.RPFC (ASD/RO/ (SRO/SAO/ ADM) 3.RPFC-ADM (NATRSS) 4.Dy.Director (ZTIs) 5.APFC (SRO/ASD SAO/ADM) 6.APFC-ADM (NATRSS/Z TIs)	Full powers subject to instructions issued from time to time in this regard in consultation with internal finance and availability of budgetary provision.	
4.	To sanction expenditure on non-recurring contingent charges for the purchase of stationery in emergent cases.	Full powers subject to the stipulation that the purchase of stationery and printing will be done at the competitive rates by obtaining quotations through open market with concurrence of Internal Finance of EPFO.	1.Addl.CPFC / Director, (NATRSS).  2.RPFC (RO/ASD)	Rs.1.50 Lakhs in each case subject to observance of GFR Provisions and budget provisions of the concerned office along with financial concurrence. (These powers shall be exercised subject to the general or special instructions contained in the "Rules for the supply. And use of stationery stores" and other instructions issued by the Government/Head Office from time to time.)  Rs.50, 000 in each case subject to observance of GFR Provisions and budget provisions of the concerned office along with financial concurrence. (These	Sl. No.114 of XI of Part –II of existing Sch.



		<p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy.Director , (ZTIs)</p>	<p>powers shall be exercised subject to the general or special instructions contained in the “Rules for the supply and use of stationery stores” and other instructions issued by the Government/Head Office from time to time.)</p>
		<p>2.RPFC (RO/ASD)</p> <p>3.RPFC-ADM. (NATRSS)</p> <p>4.Dy.Director , (ZTIs)</p> <p>5.RPFC (SRO/SAO-ADM)</p>	<p>Rs.50, 000 in each case Subject to observance of GFR Provisions and budget provisions of the concerned office along with financial concurrence. (These powers shall be exercised subject to the general or special instructions contained in the “Rules for the supply and use of stationery stores” and other instructions issued by the Government/Head Office from time to time.)</p> <p>Rs.25, 000 in each case subject to observance of GFR Provisions and budget provisions of the concerned office along with financial concurrence (These powers shall be exercised subject to the general or special instructions contained in the “Rules for the supply and use of stationery stores” and other instructions issued by the Government/Head Office from time to time.)</p>

5.	Sanction of expenditure for printing of forms etc. where the printing is executed through Central/State Government directorate of printing or other central/State Government Agencies.	Full powers subject to the stipulation that the printing will be done at the competitive rates by obtaining quotations through open market with concurrence of Internal Finance of EPFO	<p>1.Addl.CPFC / Director, (NATRSS)</p> <p>2.RPFC (ASD/RO/SRO/SAO)</p> <p>3.RPFC-ADM (NATRSS).</p> <p>4.Dy. Director, ZTIs.</p> <p>5.APFC (SRO/SAO/ASD)</p> <p>6.APFC-ADM (NATAARSS /ZTIs)</p>	<p>Up to Rs.1.50 Lakhs Per annum for recurring and Rs.25, 000 in each case for non-recurring items for Head Office/Zone/NATGARSS subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to budget provisions with concurrence of Internal Finance and instructions issued in this regard from time to time.</p> <p>Full Powers subject to budget provisions with concurrence of Internal Finance and instructions issued in this regard from time to time.</p>	Note below S.No.115 of XI of Part II of existing Schedule.
6.	Sanction of expenditure for printing of forms etc. where the printing is executed thorough private agencies in emergent cases.	Full powers subject to the stipulation that the printing will be done at the competitive rates by obtaining quotations through open market with concurrence of Internal Finance of EPFO	<p>1.Addl.CPFC / Director, (NATRSS)</p> <p>2.RPFC (RO/ASD)</p>	<p>Up to Rs.1.50 Lakhs Per annum for recurring and Rs.25, 000 in each case for non-recurring items for Head office/Zone/NATARSS subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Up to Rs.75, 000 Per Annum for recurring and</p>	Note below S.No.115 of XI of Part II of existing schedule.

			<p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy. Director , (ZTIs.)</p> <p>5.RPFC (SRO/SAO/ADM)</p>	<p>Rs.15000 in each case for non-recurring items for Head Office/Region/ ZTIs/ NATRSS subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Up to Rs.25, 000 Per Annum for recurring and Rs.15, 000 in each case for non-recurring items for RO/SRO/SENIOR ADMINISTRATIVE OFFICER subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p>	
7.	Cantonment Taxes, Municipal Corporation Taxes, ground rent etc.	Full powers	1.Addl.CPFC / Director, (NATRSS)	Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.	Sl.No.121 of XI of Part –II of existing Sch.
			<p>2.RPFC (ASD/RO/SRO/SAO)</p> <p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy. Director , (ZTIs)</p> <p>5.APFC (SRO/SAO/ASD)</p>	<p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the</p>	

			6.APFC-ADM	Internal Finance and Availability of budgetary provisions.	
8.	Payment of electricity gas and water charges	Full Powers	<p>1.Addl.CPFC /Director, (NATRSS)s</p> <p>2.RPFC (ASD/RO/ SRO/SAO)</p> <p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy.Director (ZTIs.)</p> <p>5.APFC (SRO/SAO/ASD)</p> <p>6.APFC-ADM (NATRSS/Z TIs)</p>	<p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provisions.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p>	Sl. No.122 of XI of Part-II of existing Sch.
9.	To incur expenditure in respect of payment of staff paid from contingencies.	Full powers	<p>1.Addl.CPFC / Director, (NATRSS)</p> <p>2.RPFC (ASD/RO)</p> <p>3.Dy.Director , (ZTIs)</p>	<p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p>	Sl.No.123 of XI of Part –II of existing Sch.

			<p>4.RPFC-ADM (NATRSS/SRO/ASD)</p> <p>6.APFC-ADM (NATRSS/ZTIs)</p>	<p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision, provided the engagement of staff paid from 'staff paid from contingencies' is duly approved by the R.C-I of the Region.</p>	
10.	To sanction expenditure on maintenance, upkeep and repairs of motor vehicles	Full powers	<p>1.Addl.CPFC / Director, (NATRSS)</p> <p>2.RPFC (ASD/RO/SRO/SAO/ADM)</p> <p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy.Director (ZTIs)</p> <p>5.APFC (SRO/SAO/ASD/ADM)</p> <p>6.APFC-ADM (NATRSS/ZTIs)</p>	<p>Full powers subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and availability of budgetary provision.</p> <p>Full powers subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p>	SI.No.124 of XI of Part –II of existing Sch.

11	Payment of telephone charges	Full powers	<p>1.Addl.CPFC / Director, (NATRSS)</p> <p>2.RPFC (ASD/ RO/SRO/ SAO/ADM)</p> <p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy.Director (ZTIs)</p> <p>5.APFC SRO/ SAO/ASD/ ADM)</p> <p>6.APFC-ADM (NATRSS/ ZTIs)</p>	<p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p>	SI.No.125 of XI of Part-II of existing Sch.
12	To sanction Telephone installations	Full powers with concurrence of Internal Finance of EPFO	<p>1.Addl.CPFC /Director (NATRSS)</p> <p>2.RPFC RO/ASD)</p> <p>3.RPFC/ADM (NATRSS)</p> <p>4.Dy.Director (ZTIs).</p>	<p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p> <p>Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision.</p>	SI.No.129 of XI of Part-II of existing Sch.

13	Maintenance of office equipments	<p>Full powers with Concurrence of Internal Finance of EPFO</p> <p>1.Addl.CPFC/ Director, (NATRSS)</p> <p>2.RPFC(ASD/ RO/SRO/ SAO/ADM)</p> <p>3.RPFC-ADM (NATRSS)</p> <p>4.Dy.Director (ZTIs)</p> <p>Full powers subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with internal finance and availability of budget provisions.</p> <p>Full powers subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with internal finance and availability of budget provisions.</p>	
<b>CONSTRUCTION &amp; MAINTENANCE</b>			
14	Repairs and alterations to rented, hired and requisitioned buildings	<p>Rs.1 (one) lakh in each case for non-recurring and Rs.25, 000/- per annum for recurring expenditure. Such expenditure may be incurred only if the landlord refused to meet the charge himself and when the building is released back</p>	

		the Organisation should have the right to remove any installation or material added to the building			
15	Maintenance of office building and residential quarter owned by the Organization	Full powers for incurring expenditure as per estimates approved by CPWD or Government/Semi Government agencies with concurrence of Internal Finance of EPFO	1.Addl.CPFC /DIRECTOR (NATRSS)  2.RPFC (RO/SRO/SAO/A SD/ADM) 3.RPFC-ADM (NATRSS) 4.Dy.Director (ZTIs)	Full powers for incurring expenditure as per estimates based on the norms of CPWD given by the Government/Semi-Government agencies in consultation with Physical Facility Division (HQ) and Internal subject to the instructions issued in this regard from time to time and availability of Budget.  Full powers for incurring expenditure as per estimates based on the norms of CPWD given by the Government/or Semi Government agencies in consultation with Physical Facility Division (HQ) and Internal Finance subject to the instructions issued in this regard from time to time and availability of budget.	Sl.No. 117 of XI of Part –II of existing Sch
16	To sanction expenditure in connection with civil works in buildings owned by the Organization.	Rs.10(ten) lakhs in each case as per estimates approved by the CPWD/Govt. agency with concurrence of Internal Finance of EPFO			Sl.No.118 of XI of Part –II of existing Sch.



17	Hiring of accommodation for the Headquarters, Regional and other offices	<p>Rs.1 (one) lakh per month in all cities where the offices of the EPFO are located subject to the following conditions:</p> <p>(a)Wherever CPWD operates it shall invariably be consulted as to the reasonableness of the rent.</p> <p>(b) Where the CPWD does not operate, the authority hiring the accommodation should avail of the assistance of the local Public Work Department or Rent Control Authority or state Revenue Department and obtain a certificate of reasonableness of rent from such local authorities.</p> <p>©Where the accommodation is hired exclusively for office, the area of the accommodation shall not exceed what is admissible by more than 20</p>	<p>1.Addl.CPFC / Director, (NATRSS)</p> <p>2.RPFC-Gr.I (RO/ASD)/-RPFC-ADM (NATRSS)/ Dy. Director, (ZTIs)</p> <p>3.RPFC-Gr.II (RO/SRO/SAO/ADM)</p>	<p>1. Up to Rs.25, 000 per month in each case.</p> <p>2. Upto Rs.15, 000 per month in each case.</p> <p>3. Upto Rs.10, 000 per month in each</p> <p>In all cities where the offices of the EPFO are located subject to the following conditions:</p> <p>(a) Wherever CPWD operates it shall invariably be consulted as to the reasonableness of the rent.</p> <p>(b) Where the CPWD does not operate, the authority hiring the accommodation should avail of the assistance of the local Public Work Department or rent Control Authority or state Revenue department and obtain a certificate of reasonableness of rent from such local authorities.</p> <p>(c) Where the accommodation is hired exclusively for office, the area of the accommodation shall not exceed what is admissible by more than 20 per cent.</p> <p>(d) Subject to observance of GFR Provisions and instructions issued from time to time in this regard in consultation with internal finance and availability of budget</p>
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		per cent.		provisions.	
18	To sanction expenditure for Maintenance of Lifts.	Full powers with concurrence of Internal Finance of EPFO	1.Addl.CPFC /Director (NATRSS) 2.RPFC (RO/SRO/S AO/ASD 3.RPFC-ADM (NATRSS) 4.Dy.Director (ZTIs)	Full powers subject to observance of the rules and instructions issued from time to time and with concurrence of Internal Finance	Sl.No.132 of XI of Part-II of existing Sch.
<b>PURCHASE OF COMPUTERS AND MAINTENANCE</b>					
19	i) Purchase installation and deployment of computer systems, peripherals, software and related services.	Rs. Fifty Lakhs in each case in consultation with FA & CAO	1.Addl.CPFC / Director (NATRSS)  2.RPFC-in-Charge of the Regions/AS D/ZTIs.	1.Rs.Ten Lakhs in each case subject to observance of GFR Provisions & in consultation with FA&CAO 2.Rs.Two Lakhs in each case on items specified and dully approved by Head quarters subject to observance of GFR Provisions & in consultation with R.C. (F&A)	New Item
	ii)Maintenance and repairs of computer systems and peripherals and support charges for software	Rs. Fifty Lakhs in consultation with F.A. & C.A.O.	1.Addl.CPFC /Director (NATRSS)  2.RPFC-In-charge of the Regions/AS D	Rs.Ten Lakhs in each case on the items specified & duly approved by the Headquarters in consultation with F.A. & C.A.O.  Rs.Two Lakhs in each case on the items specified & duly approved by Head quarters in consultation with R.C. (F&A)	

			3. Director (IS) ) Headquarters	Rs. Two Lakhs in each case in consultation with R.C. (F.A) Headquarters.	
20	i) Outsourcing activities and engaging data entry vendors.	Rs. Fifty Lakhs in consultation with F.A. & C.A.O.	1. Addl. CPFC / Director (NATRSS)	1. Rs. Ten Lakhs in each observance of GFR provisions & in consultation with F.A. & C.A.O.	New item
	ii) E.D.P. site preparation in various offices	Rs. Fifty Lakhs in consultation with F.A. & C.A.O.	1. Addl. CPFC / Director (NATRSS)	Rs. Ten Lakhs in each case in consultation with PFD(HQ) & F.A. & C.A.O.	
21	Fees to barristers, pleaders, arbitrators, legal advisors, counsels and umpires	Full powers with concurrence of Internal Finance of EPFO and subject to budgetary provisions			Sl. No. 126(i) of Part – II of existing sch
22	Other legal charges (Item No. 9(ii) Annexure to Schedule V of Delegation of Financial Powers Rules. (a) Law suits/prosecution cases.  (b) Arbitration cases.	(a) Full powers in cases where he is authorised to sanction the institution of the suit or prosecution; in other cases Rs. 10,000 in each case with concurrence of Internal Finance.  (b) Full powers where he is vested with the powers to refer	1. Addl. CPFC / Director (NATRSS)	1. For (a) Rs. 25,000 in each case (b) Rs. 10,000 in each case.  2 to 4 For (a) Rs. 15,000 in each case.  (b) Rs. 5,000 in each case.  Subject to instructions issued from time to time in this regard in consultation with internal finance and availability of budget provisions.  5. For (a) Rs. 10,000 in	Sl. No. 126 (ii) & 127 of XI of Part – II of existing Sch.

		cases to Arbitration; otherwise Rs.20,000 in each case with concurrence of Internal Finance.		each. (b)Rs.3,000 in each case.  Subject instructions issued from time to time in this regard in consultation with internal finance and availability of budget provisions.	
23	To incur expenditure on Training schemes.	Full powers in respect of the training courses organized by NATRSS and other in service training courses conducted by EPFO with concurrence of Internal Finance of EPFO and subject budget provisions.			Sl.No.130 of XI of Part –II of existing Sch.
24	Payment of course fee for deputing employees to training institutions outside the EPF Organisation but within his jurisdiction.	Full powers with concurrence of Internal Finance of EPFO.			Sl.No.131 of XI of Part –II of existing sch.
25	Advertisements/publicity	1.Rs.50 lakhs per annum in case Advertisement/ publicity is through DAVP. 2.Not exceeding Rs.5 lakh p.a in respect of Advertisement/ publicity	1.Addl.CPFC /Director, (NATRSS)  2.RPFC(AS D/RO/SRO/ SAO/ADM) 3.RPFC- Adm (NATRSS) 4.Dy.Director	Upto Rs.5 lakhs per annum through DAVP in consultation with Internal Finance.  2.Up to Rs. 1 Lakh per annum through DAVP in consultation with Internal Finance	New Item

		through private agencies with concurrence of Internal Finance of EPFO.	(ZTIs.)		
26	To sanction payment to Consultant, Actuary, Architect, Auditor, Specialist (including special faculty members invited for giving guest lecture) and to pay consultation charges and sitting fees to them.	Rs.One lakh per annum in each case excluding reimbursement of actual traveling expenses, with concurrence of Internal Finance of EPFO.	Director (NATRSS)	Rs.One lakh per annum in each case to the special faculty members for delivering guest lectures excluding reimbursement of actual traveling expenses, with concurrence of Internal Finance of EPFO.	New Item
27	Powers to write off losses:- (i)Irrecoverable losses of stores or public money (including loss of stamps) (ii) Loss of irrecoverable loans and advances. (The power to write off losses as mentioned in (i)and (ii) above may be exercised by CPFC provided that :-	i)Rs.20,000 for losses of stores not due to thefts fraud or negligence and rs.10,000 or other cases with concurrence of Internal Finance of EPFO.  (ii)2000 with concurrence of Internal Finance of EPFO.			Sl.No.133 (XII) Part II of Existing schedule.

(a) the loss does not disclose a defect in rules or procedure the amendments of which require the orders of the higher authority.

(b) there has not been any serious negligence on the part of the employee, which may call for disciplinary action by a higher authority (Schedule VII. DFPR).

**Note:-**The term "Per Annum" used in respect of recurring contingent expenditure means the authority is empowered to incur expenditure on the respective item on any number of occasions during the year but subject to the prescribed limit. The term "Each Case" used in respect of Non-recurring expenditure means the authority is empowered to incur expenditure on the respective item on each occasion during the year. The authority empowered to incur expenditure under the respective head would be competent to incur expenditure not exceeding the prescribed limit on each occasion.

## Chapter – 4

# **Decision making process & Channels of supervision & Accountability**

### 4.1 Process followed in the decision-making

## A. Compliance

- The process of compliance derives its strength from the EPF & MP Act 1952.
- Section 1 of the EPF & MP Act 1952 details the class of establishments & factories, where the Act applies.
- Section 7 of the EPF & MP Act, 1952 provides for resolution of applicability disputes as well as for determination of dues.
- Section 8 of the EPF & MP Act 1952 provides for recovery of dues.
- Section 14 provides for Prosecution and penal provisions.
- Section 17 provides for exemption.

*Note: The Employees' provident Funds & Miscellaneous Provisions Act 1952 is an Act Passed by the Parliament. It is widely available for public use. It is, however, provided in the Official Web-site of EPFO for wider dissemination.*

## B. Benefits/service delivery

- The detailed provisions for Provident Fund benefits are given in the Employees' Provident Fund Scheme 1952.
- Similarly, the provisions of Pensionary benefits are given in the Employees' Pension Scheme 1995.
- The benefits provisions of Deposit-linked Insurance are given in the Employees' Deposit-linked Insurance scheme.

*Note: The Employees' provident Funds Scheme 1952, The Employees' Pension Scheme 1995 and Employees' deposit-linked Insurance Scheme 1976 are passed by the Parliament. They are widely available for public use. They are, however, provided in the Official Web-site of EPFO for wider dissemination.*

## 4.2 Channels of supervision & Accountability

- The Sub-regional offices (SRO) of this organisation are headed by a RPFC/APFC.
- The Regional Office (RO), headed by the RPFC-In charge of the region has supervisory jurisdiction over the SROs and District Offices.
- The Zonal Offices, headed by Additional Central Provident Fund Commissioner (Zone), monitors the performance of the regions under its zone.
- The Head Office, headed by the Central provident Fund Commissioner, exercises general supervisory control over all its offices.
- The entire fund vests with the Central Board of Trustees, which exercises the control on the administrative functionaries through policy initiatives. The executive committee and various sub-committees of CBT/EC provide assistance in the policy formation as well as decision-making



Chapter – 5

**The norms  
For the  
Discharge of main functions**

#### A. Norms for settlement of claims

The norms for settlement of claims in all the three schemes is tabulated as follows:

<b>Statutory Schemes</b>	<b>Relevant Rules Position</b>	<b>Norms</b>
Employees' Provident Funds Scheme 1952	Para 72(7) of EPF scheme	The claims complete in all respects submitted along with the requisite documents shall be settled and benefit amount paid to the beneficiaries within 30 days from the date of its receipt by the Commissioner.
Employees' Pension Scheme 1995	Para 17(A) of EPS 1995	
Employees' Deposit-Linked Scheme 1976	Para 24(4) of EDLI scheme 1976	

#### B. Standard norms for Issuance of Annual Accounts

<b>Statutory Schemes</b>	<b>Relevant Rules Position</b>	<b>Norms</b>
Employees' Provident Funds Scheme 1952	Para 73(1) of EPF Scheme 1952 read with the functions of the section supervisors	Members will be issued with their annual statement of accounts by 30 <sup>th</sup> of September every year.

#### C. Norms fixed for arresting defaults

Some of the standard norms for default management against the defaulting establishments, followed in EPFO are as follows:

- (a) Assessment of the dues under Section 7A of the E.P.F. & M.P. Act 1952 have to be done in the cases where ever required.
- (b) To realize the assessed dues through the modes of recovery under Section 8 of the E.P.F. & M.P. Act 1952.
- (c) In the case of default of employees' share of Provident Fund contributions, first information reports (FIR) are to be filed with the Police authorities in terms of Section 405/409 of Indian Penal Code.
- (d) To levy & Recovery of interest under Section 7Q of the E.P.F. & M.P. Act 1952.
- (e) To Levy Penal damages on all belated payments in terms of Section 14B read with relevant portions of the Scheme/s.
- (f) To file petition with the Executive Magistrate for a bond from the accused employers for good conduct under Section 110 of Code of Criminal Procedure, 1973.
- (g) Prosecution of defaulters, invoking Section 14 of the E.P.F. & M.P. Act 1952.

## Chapter – 6

### **Rules, Regulations, Instructions Manual and records for discharging Functions**

6. The Department-wise list of rules, regulations, instructions, manuals and records available and used by employees for discharging functions are given below:

#### 6.1 GENERAL ADMINISTRATION- Advances to Employees of EPFO

Sl. No.	Activity/purpose	Name/Title of the Document	Type of Documents	From where one can get a copy
1.	To provides facility of availing conveyance advance to EPFO employees	Compendium of Rules on Advances to the Government Servant (Published by the Ministry of Finance, Govt. of India), as amended from time to time.	Rules	Head quarter office &any regional office.
2.	To provide facility of advances on warm clothing	-DO-	-DO-	-DO-
3.	Facility of advances for purchase of table fan	-DO-	-DO-	-DO-
4.	Facility of grant of advances in connection with the retirement and transfers	-DO-	-DO-	-DO-
5.	Facility of grant of advances on first appointment and in connection with deputations and leave ex-India	-DO-	-DO-	-DO-
6.	Facility of grant of advances in connection with tours	-DO-	-DO-	-DO-
7.	Facility of grant of advances in connection with LTC	-DO-	-DO-	-DO-
8.	Facility of grant of advances in connection with Festivals and visits of Government sponsored parties to hill stations	-DO-	-DO-	-DO-
9.	Facility of grant of advances in connection with the natural calamity	-DO-	-DO-	-DO-
10.	Facility of grant of advances for other departmental purposes	-DO-	-DO-	-DO-
11.	Facility for grant of			

	advances in lieu of leave salary	-DO-	-DO-	-DO-
12.	Facility for grant of advances to families of EPFO staff, who die while in service	-DO-	-DO-	-DO-
13.	Facility for grant of advances in connection with the legal proceedings	-DO-	-DO-	-DO-
14.	Facility for the grant of advances of Travelling Allowance to non-official members of the committees/commission	-DO-	-DO-	-DO-
15.	Facility for grant of advances for House	-DO-	-DO-	-DO-

## 6.2 GENERAL ADMINISTRATION- Other service rules

<b>Sl. No.</b>	<b>Activity/purpose</b>	<b>Name/Title of the Document</b>	<b>Type of Documents</b>	<b>From where one can get a copy</b>
1.	General service Rules	Compilation of Fundamental Rules and Supplementary Rules-Part-I as amended from time to time.	Rules	Administration wing of the concerned office
2.	Travelling Allowances Rules	Compilation of Fundamental Rules and Supplementary Rules-Part-II as amended from time to time.	Rules	Administration wing of the concerned office
3.	Leave Rules	Compilation of Fundamental Rules and Supplementary Rules-Part-III as amended from time to time as amended from time to time.	Rules	Administration wing of the concerned office
4.	Dearness Allowances/dearness relief rules	Compilation of Fundamental Rules and Supplementary Rules-Part-IV as amended from time to time.	Rules	Administration wing of the concerned office
5.	HRA/CCA Rules	Compilation of Fundamental Rules and Supplementary Rules-Part-V as amended from time to time.	Rules	Administration wing of the concerned office
6.	Pension Rules	CCS(Pension) Rules as amended from time to time.	Rules	Administration wing of the concerned office
7.	Rules on group insurance	Compilation on Central Government Employees' Group Insurance scheme as amended	Rules	Administration wing of the concerned

		from time to time.		office
8.	Staff Car Rules	Compilation of staff car Rules as amended from time to time.	Rules	Administration wing of the concerned office
9.	Medical Attendance Rules	Compilation of medical attendance rules as amended from time to time.	Rules	Administration wing of the concerned office
10.	Classification, control & appeal rules	EPF staff (CCA) Rules 1971 as amended from time to time.	Rules	Administration wing of the concerned office
11.	Conduct Rules	CCS (Conduct) Rules as amended from time to time.	Rules	Administration wing of the concerned office
12.	Provident Fund Rules	Compilation of GPF Rules as amended from time to time.	Rules	Administration wing of the concerned office
13.	LTC Rules	Compilation of LTC Rules as amended from time to time.	Rules	Administration wing of the concerned office
14.	Children Education assistance rules	Compilation of Children Education Assistance Rules as amended from time to time.	Rules	Administration wing of the concerned office
15.	General Financial Rules	Central Government General Financial Rules as amended from time to time.	Rules	Administration wing of the concerned office
16.	Overtime rules	Compilation of Overtime Rules as amended from time to time	Rules	Administration wing of the concerned office
17.	Re-employment of pensioners-Civilian & ex-servicemen rules	Compilation of Re-employment of pensioners-Civilian & ex-servicemen rules as amended from time to time.	Rules	Administration wing of the concerned office
18.	Rules for uniform to Gr. D & C employees	Compilation on uniforms for Group-C & Group-D as amended from time to time.	Rules	Administration wing of the concerned office
19.	Allotment of Residence rules	EPF Central Board Employees (Allotment of Residence) Rules 1972 as amended from time to time.	Rules	Administration wing of the concerned office
20.	Service conditions	EPF (Staff and condition of service) regulations, 1962 as amended from time to time.	Rules	

### 6.3 GENERAL ADMINISTRATION- Recruitment Rules

<b>Sl. No.</b>	<b>Name of the Post</b>	<b>Name of the document</b>	<b>Custodian of the document</b>
1.	Multi Task Attendants	EPFO Recruitment Rules	HRM Division, Head Office, New Delhi.RC(ASD)
2.	Bearer/Tea-coffee maker/Washer boy	EPFO Recruitment Rules	
3.	Jr. clerk to canteen	EPFO Recruitment Rules	
4.	Cook/Assistant halwai	EPFO Recruitment Rules	
5.	Manager, grade-I to canteen	EPFO Recruitment Rules	
6.	Peons	EPFO Recruitment Rules	
7.	Chaowkidar/helper/Mali/ Farsh/Water carrier/Safai-wala	EPFO Recruitment Rules	
8.	Binder	EPFO Recruitment Rules	
9.	Jr. Gestetner Operator	EPFO Recruitment Rules	
10.	Jamadar/Daftry/Jr. Record Sorter	EPFO Recruitment Rules	
11.	Sr. record Sorter	EPFO Recruitment Rules	
12.	Cook-cum-Attendant	EPFO Recruitment Rules	
13.	Plumber/pump operator	EPFO Recruitment Rules	
14.	Electrician/wireman	EPFO Recruitment Rules	
15.	Sr. Gestetner operator	EPFO Recruitment Rules	
16.	Lift operator	EPFO Recruitment Rules	
17.	Staff car driver (SG)	EPFO Recruitment Rules	
18.	Staff car Driver/jeep Driver/Despatch Rider	EPFO Recruitment Rules	
19.	Lower Division clerk	EPFO Recruitment Rules	
20.	Data Entry Operator (Grade-A)	EPFO Recruitment Rules	
21.	Data Entry Operator (grade-B)	EPFO Recruitment Rules	
22.	Data Entry Operator, Grade-C	EPFO Recruitment Rules	
23.	Steno	EPFO Recruitment Rules	
24.	Upper Division Clerk	EPFO Recruitment Rules	
25.	Legal Assistant	EPFO Recruitment Rules	
26.	Statistical Assistant	EPFO Recruitment Rules	
27.	Section Supervisor	EPFO Recruitment Rules	
28.	Junior Hindi Translator	EPFO Recruitment Rules	
29.	Librarian	EPFO Recruitment Rules	
30.	Yoga Instructor	EPFO Recruitment Rules	
31.	Library Information Assistant	EPFO Recruitment Rules	
32.	Assistant	EPFO Recruitment Rules	
33.	Social Security Assistant	EPFO Recruitment Rules	
34.	EDP Supervisor	EPFO Recruitment Rules	
35.	Vigilance Assistant	EPFO Recruitment Rules	
36.	Hindi Translator, Grade- I	EPFO Recruitment Rules	
37.	Junior Engineer (Electrical)	EPFO Recruitment Rules	
38.	Junior Engineer (Civil)	EPFO Recruitment Rules	
39.	Research Assistant	EPFO Recruitment Rules	
40.	Personal Assistant	EPFO Recruitment Rules	
41.	Section Officer	EPFO Recruitment Rules	

	(Previous Superintendent)		
42.	Enforcement officer/Assistant Accounts Officer/Public relation Officer	EPFO Recruitment Rules	
43.	Personal Secretary	EPFO Recruitment Rules	
44.	Welfare officer	EPFO Recruitment Rules	
45.	Assistant Director (OL)	EPFO Recruitment Rules	
46.	Junior Analysts	EPFO Recruitment Rules	
47.	Assistant Director, Vigilance	EPFO Recruitment Rules	
48.	Assistant Programmer	EPFO Recruitment Rules	
49.	Programmer	EPFO Recruitment Rules	
50.	Asstt. Engineer (Electrical)	EPFO Recruitment Rules	
51.	Asstt. Engineer (Civil)	EPFO Recruitment Rules	
52.	Assistant Research Officer	EPFO Recruitment Rules	
53.	Asstt. Director (IS)	EPFO Recruitment Rules	
54.	Asstt. P. F. Commissioner	EPFO Recruitment Rules	
55.	Deputy Director (OL)	EPFO Recruitment Rules	
56.	Executive Engineer	EPFO Recruitment Rules	
57.	Deputy Director (IS)	EPFO Recruitment Rules	
58.	Senior Analysts	EPFO Recruitment Rules	
59.	Sr. Administrative officer	EPFO Recruitment Rules	
60.	Deputy Director (Training)	EPFO Recruitment Rules	
61.	Deputy Director (Vigilance)	EPFO Recruitment Rules	
62.	Deputy Director (Audit)	EPFO Recruitment Rules	
63.	Regional P. F. Commissioner-II	EPFO Recruitment Rules	
64.	Director(IS)	EPFO Recruitment Rules	
65.	Joint Director, NATRSS	EPFO Recruitment Rules	
66.	Director (Vigilance)	EPFO Recruitment Rules	
67.	Director (Audit)	EPFO Recruitment Rules	
68.	RPFC-I	EPFO Recruitment Rules	
69.	Chief Engineer	EPFO Recruitment Rules	
70.	Director, NATRSS	EPFO Recruitment Rules	
71.	Additional CPFC	EPFO Recruitment Rules	

#### 6.4 AUDIT & VIGILANCE

Sl. No.	Activity/purpose	Name/Title of the Document	Type of Documents	From where one can get a copy
1.	Functioning of the vigilance department	Central Vigilance Commission vigilance manual	Manual	Director (Vigilance), EPFO, Head Office, New Delhi.
2.	Functioning of the Audit department	General guidelines for auditing	General guidelines	Director (Audit) EPFO Head Office, New Delhi.



## 6.5 COMPLIANCE

<b>Sl. No.</b>	<b>Activity/purpose</b>	<b>Name/Title of the Document</b>	<b>Type of Documents</b>	<b>From where one can get a copy</b>
1.	Coverage of new establishments	EPF&MP Act and schemes framed thereunder, Circulars on the issue as amended from time to time	Act, scheme & Instruction	Compliance Division EPFO Head Office, New Delhi
2.	Conducting proceedings under section 7A of the Act.	EPF & MP Act 1952 and Code of civil procedure 1908 as amended from time to time	Act, scheme & Code of Civil Procedure 1908	These documents are public documents.
3.	Recovery of dues	EPF & MP Act 1952, schemes read with Income Tax certificate proceedings rules	Act, schemes & Rule	These documents are public documents.
4.	Any other issue related with compliance	Circulars on the issue as amended from time to time	Instruction	Compliance Division EPFO Head Office, New Delhi

## 6.6 BENEFIT DELIVERY SYSTEM

<b>Sl. No.</b>	<b>Activity/purpose</b>	<b>Name/Title of the Document</b>	<b>Type of Documents</b>	<b>From where one can get a copy</b>
1.	Issues regarding settlement of claims	Schemes framed under EPF&MP Act, Manual of Accounting Procedure as amended from time to time	Schemes & Manual of Accounting Procedure as amended from time to time	FA&CAO in head quarter office and RPFC In-Charge in Regions.
2.	Clarifications on any issue on schemes	Circulars on the issue as amended from time to time	Instruction	FA & CAO EPFO Head Office

## Chapter – 7

**A statement of categories of documents that are held  
by it or under its control**

## 7.0 THE DEPARTMENT-WISE list of documents

### 7.1 FINANCE DEPARTMENT

<b>Sl. No.</b>	<b>Name of the documents</b>	<b>Authority holding the documents</b>
1.	Annual Reports of the Organisation	FA&CAO Head quarter office
2.	Budget of the Organisation	Do
3.	Balance-sheet of the Organisation	Do
4.	Investment –related documents of the organisation	Do

### 7.2 POLICY DOCUMENTS

<b>Sl. No.</b>	<b>Name of the documents</b>	<b>Authority holding the documents</b>
1.	Transfer Policy of officers	HRM Division Head Office
2.	Assured career progression for some categories of staff	Do
3.	Rotational Transfer policy for section supervisors/other staff	Do
4.	Inter/Intra regional Transfer policy of staff	Do
5	Training Policy	Do
6.	Compliance 2001	Compliance Division Head Quarter Office
7.	CBT/EC Minutes	Conference cell Head Quarter Office
8.	Business Process re-engineering	BPR Team  Head quarter office

### 7.3 DOCUMENTS on general administration

<b>Sl. No.</b>	<b>Name of the documents</b>	<b>Authority holding the documents</b>
1	Service rules	HRM Division Head Office
2	Disciplinary matters file	HRM Division HO/ Adm. Sec. (RO)
3	Vigilance cases files	Vig. Div. HO/ Vig. Sec (RO)
4	Personnel files of the officers and the employees	ASD Division HO/ Adm. Sec. (RO)
5	Service books of the officers and the employees	ASD -- HO/ Adm. Sec. (RO)
6	Files of different types of advances to officers & staff	ASD -- HO/ Adm. Sec. (RO)
7	ACR dossier in respect of Officers & staff	HRM Division HO/ Adm. Sec. (RO)
8	Reservation roster file	HRM Division HO/ Adm. Sec. (RO)
9	Leave registers	Respective Offices
10	Medical attendance of officers and staff	Respective Offices
11	Hindi Files	Respective Offices
12	Annual Audit files	Respective Offices
13	Employees Union file	Respective Offices
14	Provident Fund file	Respective Offices
15	Pension & retirement benefit file	Respective Offices
16	Court Cases – Legal matters files	Respective Offices

#### .4 RETENTION SCHEDULE

### PERIOD OF RETENTION OF RECORDS ACCOUNTS DOCUMENTS

Sl. No.	Form / Register (R)	Period of retention
1.	1	Two years after the application is decided and funds transferred, where necessary.
2.	2	(i) 22 years (in the case of minors) (ii) 03 years (in the case other than minors)
3.	3-A	Five years
4.	5	Permanent
5.	5-A	Only the latest form need be maintained on a permanent basis
6.	6-A	Only year after the annual accounts for the year concerned are compiled by the A.G
7.	9 (R)	Permanent
8.	10	Two years after all the members mentioned in the form have withdrawn their Provident Fund accumulations or have started contributing again to the fund. (Permanent in case where Form 5 is printed on the reverse of the Form).
9.	11	This Form is not received in the Regional Office.
10.	12-A	Two years after issue of the Annual Accounts for the year concerned and audit by the A.G.
11.	13 (R)	One year after the account concerned is transferred with funds, where necessary.
12.	14	One year after the final settlement of accounts and reassignment of the policy concerned.
13.	15	-do-
14.	31	Three years after the final settlement of accounts.
15.	19	Three years after the claim is paid off or otherwise disposed off.
16.	20	(i) In the case of payments to other than minors – 3 years (ii) In accordance with nomination of members – 3 years
17.	21/21A/21B	(i) In the case of payments on behalf of minors – 22 years (ii) In the case of payments to other than minors:- (a) not in accordance with nomination made by members – 3 years (b) in accordance with nomination of members – 3 years
18.	23	As this is sent out to members, there is no question of preserving it.
19.	24	Three years after the consolidated Balance Sheet for the year is present to Parliament.

20	Register for watching receipt of due documents	One year after the last due document is received.
21	Demand Register	Three years after the last item of demand is cleared / recovered.
22	Objection Register	One year after the last objection is settle and audit for the period by the Accountant General is over.
23	Register for watching payees receipt for withdrawal for financing Life Insurance Policy	One year after the last payees' receipt is received and the audit for the period by the Accountant General is over.
24	Stock Register for assigned Insurance Policies	Three years after the last policy is reassigned
25	Register of payment on final settlement of account	Three years after the consolidated balance sheet of the organisation for the period is presented to Parliament.
26	Money Order Register	-do-
27	Cash Books	Three years after the consolidated Balance Sheet of the Organisation for the period is presented to Parliament.
28	Register of transfer advice issued	One year after the date of issue of last transfer advice.
29	Register of valuable documents	Three years after the last entry is carried to the respective main registers such as Register of Securities, Cash Books, Stock registers etc.
30	Register of Securities	(i) in the Central Office – permanent (ii) in the Regional Office – five years after the transfer of the last security is accepted by the Central Office.
31	Registers of Contingencies	One year after the audit by the Accountant General is over.
32	Dead Stock Register	Permanent
33	Important Correspondence	5 years after the last pending matter is finally settled.
34	Unimportant correspondence	Two years
35	Pay bills of the office establishment and acquittable rolls	35 years
36	Deposit Register (contribution etc.)	One year after the consolidated Balance Sheet.
37	Register of undelivered M.O.s	-do-
38	Leaver Register	Three years
39	Postage Stamp Account Register	One year after audit by the Accountant General
40	Stationary Register	-do-
41	Show Cause notice register	Three years after the last case is finalized.
42	Certificate Case Register	Three year after the last case is finalized.

43	Bank Statement	One year after the consolidated Balance Sheet of the organisation is presented to Parliament.
44	Vouchers (a) Final settlement (b) Others including final refund	(i) in the case of minors on behalf of minors – 22 years (ii) In the case of payment to other than minors (a) not in accordance with nomination made by members – 3 yrs. (b) In accordance with nomination of member – 3 years
45	Cheques book	One year after the Consolidated Balance Sheet of the Organisation is presented to Parliament.
46	Vouchers (a) Final Settlement (b) Other including final refund	(i) In the case of minors on behalf of minors – 22 years (ii) In the case of payment to other than minors (a) not in accordance with nomination made by members – 3 years (b) in accordance with nomination of members – 3 years
47	Advance Ledger	(iii) 3 years after the last item of advance is cleared / recovered.
48	Service Book	3 years after death.
49	Leave Account	-do-
50	Leave salary and pension	2 years after death
51	Register of books	Permanent
52	Register showing receipt & supply of forms	One year after the last form is supplied and forms audited by the Accountant General.
53	Prosecution register	One year after the last prosecution is decided
54	Register of history of machines	Three years after the last machine is charge off
55	Staff Provident Fund Account	22 years inn case of payment on behalf of minor nominees / heirs – 3 years after final settlement in other cases.
56	Budge estimate	Six years
57	Audit reports	Six years
58	Stock of ledger cards and other corms	One year after the last card / form is supplied and audited by the Accounts General is over.
59	Proceedings Book	Permanent
60	Annual Returns and Reports	12 years
61	Register of letter received and issued	3 years
62	Circulars to estt. and officers	Important circulars – 10 years, other of no permanent values - 2 years
63	Peon Book	1 year
64	Attendance Register of Office Staff	2 years
65	Establishment increment register	10 years
66	Register of Inspection of factories and establishment	3 years
67	Register for initial premium	One year after the last policy is reassigned.
68	Register for automatic premium	-do-
69	Duplicate challans	3 years after the consolidated Balance Sheet of the

		organisation is presented to Parliament
70	Triplicate Challans	One year after the consolidated Balance Sheet of the organisation is presented to Parliament
71	Register showing qualification, date of appointment and seniority	Permanent
72	Answer papers of the written tests held of recruitment	Six months after the appointment of all the selected persons.
73	Pension papers (other than Family Pension) (a) Pension cases (b) Annual establishment returns (c) Nominations:- (i) if the gratuity is paid to minor (ii) not in accordance with the order in which nomination have been made (iii) in accordance with the order in which nomination have been made	Six months after the appointment of all the selected persons.  (a) 7 years after retirement / death in service (b) 6 years after the audit of pay bill for the period in question is over. (i) 22 years in the case of payment of family pension on behalf of minor. (ii) In other cases, 3 years after the final settlement. -do-
74	Family pension records	3 years after the date of which family pension becomes inoperative
75	Worksheet for sanction of P.F dues	Till such time the claim is preserved.



### EMPLOYEES' PENSION SCHEME, 1995

1.	Form No. 1	5 years after the date on which pension becomes inoperative in respect of the last eligible family members.
2.	Form No. 2 (Revised)	5 years after the date on which pension becomes inoperative in respect of the last eligible family members.
3.	Form No. 3 (PS)	As in the case of Form 9 (E.P.F)
4.	Form No. 4	As in the case of Form 5 (E.P.F)
5.	Form No. 5	As in the case of Form 10 (E.P.F)
6.	Form No. 6	As in the case of Form 12-A (E.P.F)
7.	Form No. 7	As in the case of Form 3-A (E.P.F)
8.	Form No. 8	As in the case of Form 6-A (E.P.F)
9.	Form No. 9	As in the case of Form 11 (E.P.F)
10.	Form No. 10-A / D & Worksheet	5 years after the date on which Pension becomes inoperative.
11.	Form No. 10-B/C & Worksheet	As in the case of Form 19 (E.P.F)
12.	Form No. 11 & worksheet	As in the case of Form 20 (E.P.F) Deleted
13.	Family Pension records & register of PPO Audit Register etc.	Permanent

### E.D.L.I SCHEME, 1976

1.	(I.F) Form No. 1	As in the case of Form 9 (E.P.F)
2.	(I.F) Form No. 2	As in the case of Form 5(E.P.F)
3.	(I.F) Form No. 3	As in the case of Form 10 (E.P.F)
4.	(I.F) Form No. 4	As in the case of Form 12-A (E.P.F)
5.	(I.F) Form No. 5	As in the case of Form 20 (E.P.F)

## ENCORCEMENT RECORDS

Sl. No	Records / Documents	Retention period
1.	(i) Coverage notice and its connected documents such as E.O's recommendation, documents obtained in support of coverage, Form 5-A etc.	Permanent
	(ii) Correspondence of purely ephemeral nature	One year
	(iii) Inspection reports Part-II & II) received from E.O	Permanent
	(iv) Defaulting position obtained from accounts through the monthly defaulters list and legal action (a) Under Section 7-A (b) Under Section 8 (c) Under Section 14 (d) Under Section 406/409 IPC	4 years after full compliance by the employer.
	(v) Inspection report in respect of composite establishments (i.e where an estt. consists of different departments or has branches) falling under Section 2-A of the EPF & MP Act, 1952 and legal action under Section 7-A, 19-A, 8, 14 etc.	-do-
<b>2.</b>	<b>Covered (exempted / relaxed) estts.</b>	
	(i) Correspondence of purely ephemeral nature	One year
	(ii) Correspondence with Estt./ E.O.s regarding grant of exemption, inspection reports, conditions of exemption etc. & returns submitted by the estts.	Permanent
	(iii) Defaulting position, misuse of funds and legal action	-do-
	(iv) Concellation of exemption	8 years after cancellation of exemption
3.	<b>DAMAGES FILE</b>	
	<b>(i) Correspondence of purely ephemeral nature</b>	One year
	<b>(ii) Legal Action under Section 14-B &amp; 8</b>	4 years after full compliance by the employer
4	<b>Show cause notice register</b>	2 years after the last case is finalised
5.	<b>Certificate case Register</b>	-do-
6.	<b>Prosecution Register</b>	One year after the last prosecution is decided
7.	<b>Register of Inspection of factories and establishments</b>	2 years
8.	<b>Register of establishment exempted under Section 17 and Para 27&amp;27A</b>	Permanent

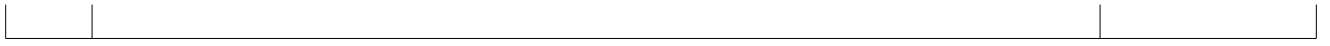
9.	<b>Register of infant establishment</b>	2 years after the last establishment is covered or transferred to reg. Of marginal estt.
10.	<b>Register of marginal estt.</b>	2 years after the last estt. is covered
11.	<b>Register of covered estt.</b>	Permanent
12.	<b>Register of estt. under Section 2-A</b>	Permanent
13.	<b>Register of survey</b>	Permanent
14.	<b>Dak Register of Inspection</b>	2 years
15.	<b>Recovery Register</b>	4 years after the recovery made from he last defaulting estt.
16.	<b>Register of writ petitions cases</b>	Permanent
17.	<b>Register of Section 7-A cases</b>	Permanent
18.	<b>Register of Section 19-A cases</b>	Permanent
19.	<b>Register of Provisional coverage</b>	4 years after final coverage of last provisionally covered estt.
20.	<b>Tour programmes</b>	One year
21.	<b>Tour Diary</b>	One year
22.	<b>Separate registers in respect of estt. exempted from EPF, EPS &amp; EDLI Scheme</b>	Permanent
23.	<b>Register to watch the receipt of inspection</b>	One year after recovery of Inspection charge as from the last defaulting estt.
24.	<b>Proceedings of meetings &amp; conference relating to Central Board of Trustees (EPF) / Regional Committee / EOs / RPFCs etc. and files</b>	Permanent
	<b>RECORDS MAINTAINED BY EXEMPED ESTABLISHMENTS</b>	

(i)	<b>Members ledger accounts</b>	<p>(i) In case of payment on behalf of minors – 16 yrs.</p> <p>(ii) In case of payment other than minors  (a) not in accordance with nomination made by members – 2 years  (b) in accordance with nomination of member – 2 years</p>
(ii)	<b>Cash &amp; Bank vouchers files including loan application and final settlement and transfer of P.F accounts made to other institutions</b>	2 years after claim is paid of or otherwise disposed of..
(iii)	<b>Journal voucher files including loan apply and final settlement and transfer of P.F accounts made to other institutions.</b>	-do-
(iv)	<b>Cash books, Journal Books, Ledger Books, Loan registers, Cash &amp; Bank voucher files etc.</b>	2 years after the consolidated Balance Sheet of the estt. for the period is audited and submitted to the Regional P.F Office.
(v)	<b>Security / Investment Register</b>	Permanent

**ADMINISTRATION RECORDS / DOCUMENTS**

<b>Sl. No.</b>	<b>Description of records</b>	<b>Retention period</b>
1		
(i)	Papers containing evidence of rights or obligations of or against the EPFO, e.g title to property, claims for compensation not subject to a time-limit, formal instruments such as awards, schemes, orders, sanction etc.	<b>Permanent</b>
(ii)	Papers relating to major policy decisions, including those relating to the preparation of legislation.	
(iii)	Papers regarding constitution, functions and working of important committees, working groups etc.	
(iv)	Papers providing last precedents for important procedures e.g administrative memoranda, historical opinions on important matters.	
(v)	Papers concerning rules, regulations, departmental guides or instructions of general application.	
(vi)	Papers relating salient features of Organisation and staff of Government Department and offices.	
(vii)	Papers relating to important litigation or Cause Celebes in which the administration was involved.	
2	<b>RECORDS OF HISTORICAL IMPORTANCE</b>	
(i)	<b>Papers relating to the origin of a department or agency of Government, how it was organised, how it functioned and (if defunct) how and why it was dissolved.</b>	<b>Permanent</b>
(ii)	<b>Date about the department / agency accomplished.</b>	<b>Permanent</b>
(iii)	<b>Papers relating to change of policy, implementation of a change of policy, appointment of a departmental or inter departmental committee or working groups, instructions to executive agencies etc. and relevant forms.</b>	<b>Permanent</b>
(iv)	<b>Papers relating to a well known public event or events which gave rise to interest or controversy on the Organisational plans.</b>	<b>Permanent</b>
(v)	<b>Papers containing direct reference to trends or developments, particularly if the contain unpublished statistical data covering a long period or a wide area.</b>	<b>Permanent</b>
(vi)	<b>Papers relating to absolute activities or investigations, or to abortive Schemes in important fields.</b>	<b>Permanent</b>
3	<b>RECORDS OF ADMINISTRATIVE FUNCTIONS</b>	
1	<b>Dak register</b>	<b>One year</b>
2	<b>Invoice</b>	<b>One year</b>
3	<b>Section Diary</b>	<b>Three years</b>
4	<b>Assistant's Diary</b>	<b>One year</b>
5	<b>Standing guard files and standing note</b>	<b>Permanent</b>

	(The earlier version of these records will normally be weeded out as soon as the revised version becomes available)	
6	<b>Distribution Chart</b>	One year
7	<b>Typist's Diary</b>	One year
8	<b>Issue Diary</b>	One year
9	<b>Despatch register</b>	5 years
10	<b>Postal registration books</b>	5 years
11	<b>Receipts of telegrams</b>	1 year
12	<b>Register of daily abstract of stamps used</b>	5 years
13	<b>Messenger book</b>	1 year
14	<b>Stamps account register</b>	5 years
15	<b>Weekly statement of cases disposed off</b>	1 year
16	<b>File movement register</b>	1 year
17	<b>Movement diary for personal staff</b>	1 year
18	<b>Register for watching the progress of recording</b>	3 years
19	<b>List of files transferred to the departmental record room</b>	25 years
20	<b>Record review register</b>	1 year
21	<b>List of files received for review</b>	1 year
22	<b>Register of spare copies of publications, circulars, orders etc.</b>	1 year
23	<b>Weekly / monthly arrears statement</b>	1 year
24	<b>Call book</b>	1 year
25	<b>Monthly progress report on recording of files</b>	1 year
26	<b>Reminder diary</b>	1 year
27	<b>Register for keeping a watch on communication received from the Govt. / MP/ Central Provident Fund Commissioner etc.</b>	1 year
28	<b>Check list for periodical reports</b>	1 year
29	<b>Inspection report – 1 year after the date of next inspection</b>	1 year
4	<b>RECORDS CONNECTED WITH ACCOUNTS</b>	
	<b>The following shall on no account be destroyed</b>	
(i)	<b>Record connected with expenditure which on projects, schemes or work not completed, although beyond the period of limitation.</b>	Permanent
(ii)	<b>Records connected with expenditure which is within the period of limitation fixed by law.</b>	Permanent
(iii)	<b>Records connected with claims to service and personal matters affecting persons in the service except as indicated in the Annexure below:</b>	Permanent



(iv)	<b>Orders and sanctions of a permanent character, until revised.</b>	<b>Permanent</b>
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### **7.5 Information, which is required to be withheld**

Notwithstanding anything contained in the Right to Information Act 2005, there shall be no obligation to give any citizen, —

(a) Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence;

(b) Information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute contempt of court;

(c) Information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;

(d) Information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;

(e) Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;

(f) Information received in confidence from foreign Government;

(g) Information, the disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes;

(h) Information, which would impede the process of investigation or apprehension or prosecution of offenders;

(i) Cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other officers:

Provided that the decisions of Council of Ministers, the reasons thereof, and the material on the basis of which the decisions were taken shall be made public after the decision has been taken, and the matter is complete, or over:

Provided further that those matters which come under the exemptions specified in this section shall not be disclosed;

(j) Information which relates to personal information the disclosure of which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual unless the Central Public Information Officer or the State Public Information Officer or the appellate authority, as the case may be, is satisfied that the larger public interest justifies the disclosure of such information:

Provided that the information, which cannot be denied to the Parliament or a State Legislature, shall not be denied to any person.



## 7.6 Official secret Act

(1) Notwithstanding anything in the Official Secrets Act, 1923 nor any of the exemptions permissible in accordance with sub-section (1) of Section 8 of the Right to Information Act 2005, a public authority may allow access to information, if public interest in disclosure outweighs the harm to the protected interests.

(2) Subject to the provisions of clauses (a), (c) and (i) of sub-section (1) of Section 8 of the Right to Information Act 2005, any information relating to any occurrence, event or matter which has taken place, occurred or happened twenty years before the date on which any request is made under section 6 shall be provided to any person making a request under that section:

Provided that where any question arises as to the date from which the said period of twenty years has to be computed, the decision of the Central Government shall be final, subject to the usual appeals provided for in the Right to Information Act 2005.

## 7.7 REJECTION OF REQUEST FOR INFORMATION

Without prejudice to the provisions of section 8 of the Right to Information Act, 2005, a Central Public Information Officer or a State Public Information Officer, as the case may be, may reject a request for information where such a request for providing access would involve an infringement of copyright subsisting in a person other than the State.

## Chapter – 8

### **A statement of boards, councils, committees and other public bodies**

8.0 The detailed information on the Board, Council, committees etc.

8.1 Name and address of the Central Board

Central Board of Trustees  
Employees' Provident Fund Organisation  
14, Bhikaiji Cama Place,  
New Delhi-110 066

8.2 Functions of the Central Board

- The Central Board shall administer the Fund vested in it in such manner as may be specified in the Scheme.
- The Central Board shall perform such other functions as it may be required to perform by or under any provisions of the Scheme, the Pension Scheme and the Insurance scheme.
- The Central Board shall maintain proper accounts of its income and expenditure in such form and in such manner as the Central Government may, after consultation with the Comptroller and Auditor-General of India, specify in the Scheme.
- The accounts of the Central Board shall be audited annually by the comptroller and Auditor-General of India and any expenditure incurred by him in connection with such audit shall be payable by the Central Board to the Comptroller and Auditor-General of India.
- The Comptroller and Auditor-General of India and any person appointed by him in connection with the audit of the accounts of the Central Board shall have the same rights and privileges and authority in connection with such audit as the Comptroller and Auditor-General has, in connection with the audit of Government accounts and, in particular, shall have the right to demand the production of books, accounts, connected vouchers, documents and papers and inspect any of the offices of the Central Board.
- The accounts of the Central Board as certified by the Comptroller and Auditor-General of India or any other person appointed by him in this behalf together with the audit report thereon shall be forwarded to the Central Board which shall forward the same to the Central Government along with its comments on the report of the Comptroller and Auditor-General.
- It shall be the duty of the Central Board to submit also to the Central Government an annual report of its work and activities and the Central Government shall cause a copy of the annual report, the audited accounts together with the report of the Comptroller and Auditor-General of India and the comments of the Central Board thereon to be laid before each House of Parliament.

8.3 Constituent of the Central Board:

	<b>LIST OF CBT MEMBERS</b>	<b>CONTACT NO.</b>
<b>CHAIRMAN</b>		
1	Shri K.Chandra Shekhar Rao, Minister for L&E	011-23717515
<b>VICE CHAIRMAN</b>		
2	Shri K.M.Sahni, Secretary to the Govt. of India	011-23710265
<b>Central Government Representatives</b>		
3	Vacant	
4	Shri J.P.Singh, Additional Secretary	011-23710239
5	Shri U.K.Sinha, Joint Secretary	011-23092154
6	Shri J.P.Pati, Joint Secretary	011-23710208
7	Smt. Rama Murali, Joint Secretary & Financial Advisor	011-23711595
<b>State Government Representatives</b>		
8	Secretary to the Govt. of Andhra Pradesh, Hyderabad	040-23457559
9	Secretary to the Government of Delhi, Delhi	011-23951115
10	Secretary to the Government of Bihar, Patna	0612-2223855
11	Secretary to the Government of Gujarat, Gandhi Nagar-382010. (Ahmedabad)	079-23250871
12	Commissioner and Secretary to the Govt. of Haryana, Chandigarh-160017.	0172-2711758
13	Secretary to the Govt. of Karnataka Bangalore – 560 001.	080-2254894
14	Secretary to the Govt. of Jharkhand, Ranchi, Jharkhand.	0651-2490514
15	Secretary to the Govt. of Madhya Pradesh, Labour Department, Bhopal	0755-2441149
16	Secretary to the Govt. of Maharashtra, Mumbai-400032	022-22022433
17	Secretary to the Government of Uttaranchal, Dehradun, Uttaranchal	0135-2712094
18	Secretary to the Government of Chhattisgarh, Raipur. Chhattisgarh,	0771-5080955
19	Commissioner & Secretary to the Government of Rajasthan Jaipur-301 001.	0141-2427730
20	Secretary to the Govt. of Tamil Nadu, Chennai-600 009	044-25670472
21	<b>Secy. to the Govt of Uttar Pradesh, “Bapoo Bhawan” Lucknow-226 001</b>	<b>0522-2238682</b>
22	<b>Secretary to the Govt. of West Bengal, Kolkata-700 001</b>	<b>033-22144645</b>
<b>Employers' Representatives</b>		
23	Dr., Ram Tarneja, 4, Pashmina, 33-A, Pedder Road, Mumbai.400026	022-22020773
24	Shri J.P. Chowdhary, Calcutta-700 016	033-22295542
25	Shri Ravi Wig, PHD CC New Delhi – 110 016	0129-2419231
26	Shri P.Rajendran, CII, New Delhi – 110 019,	26203505
27	Shri Vineet Virmani, ASSOCHAM, New Delhi – 110 003	9810264650 (M) 23321040 (O)
28	Shri V.P. Chopra (FASSI) Ludhiana-141010.	0161-2675656
29	Shri Virender Uppal, New Delhi – 110 015	-
30	Dr. S.M. Dewan New Delhi-110 003	24362604
31	Shri Sharad Patil, Mumbai- 400 050.	022-22845426
32	Shri Ashwin Dani, (FICCI) Mumbai. 400 055.	
<b>Employees' Representatives</b>		
33	Shri Hasubhai Dave, Advocate, Rajkot-360 002 (Gujarat) BMS	0281- 2376061
34	Shri A. Venkataram, Bangalore-560 009 BMS	080- 22871703

35	Shri B.N. Rai, Bharatiya Mazdoor Sangh, West Bengal-743101 BMS	033-2101717
36	Shri G. Sanjeeva Reddy, Hyderabad-500 027 INTUC	040-23367401
37	Shri Ashok Singh, INTUC, Lucknow INTUC	9810272817
38	Shri Nirmal Ghosh, Member INTUC, West Bengal INTUC	9893004823
39	Shri A.D. Nagpal, Hind Mazdoor Sabha, Chandigarh 160 022 HMS	0172-2601364
40	Shri Sankar Saha, Calcutta-700 013 UTUC	033-22449085
41	Shri W.R. Varada Rajan, Secretary, CITU, Chennai-600010 CITU	044-22341008 (o) 26282860
42	Shri Parduman Singh, All India Trade Union Congress, Amritsar-143001	0183-23387320
43	<b>Central Provident Fund Commissioner, New Delhi-110 066</b>	<b>26172671</b>

8.4 Details of the Committee of the Central Board

8.5 Details of the executive Committee

**LIST OF EC (CENTRAL BOARD OF TRUSTEES) MEMBERS**

		<b>CONTACT NO.</b>
<i>CHAIRMAN</i>		
1	Shri K.M.Sahni, Secretary to the Govt. of India	011-23710265
<b>Central Government Representatives</b>		
2	Shri J.P.Singh, Additional Secretary	011-23710239
3	Smt. Rama Murali, Joint Secretary & Financial Advisor	011-23711595
<b>State Government Representatives</b>		
4	Secretary to the Government of Delhi, Delhi	011-23951115
5	Secretary to the Government of Gujarat, Gandhi Nagar-382010. (Ahmedabad)	079-23250871
6	Commissioner and Secretary to the Govt. of Haryana, Chandigarh-160017.	0172-2711758
<b>Employers' Representatives</b>		
7	Dr., Ram Tarneja, 4, Pashmina, 33-A, Pedder Road, Mumbai.400026	022-22020773
8	Shri J.P. Chowdhary, Calcutta-700 016	033-22295542
9	Shri Ravi Wig, PHD CC New Delhi – 110 016	0129-2419231
<b>Employees' Representatives</b>		
10	Shri Hasubhai Dave, Advocate, Rajkot-360 002 (Gujarat) BMS	0281-2376061
11	Shri G. Sanjeeva Reddy, Hyderabad-500 027 INTUC	040-23367401
13	Shri A.D. Nagpal, Hind Mazdoor Sabha, Chandigarh 160 022 HMS	0172-2601364
14	<b>Central Provident Fund Commissioner, New Delhi-110 066</b>	26172671



8.6 Details of the sub-committees of the executive committee

<b>LIST OF MEMBERS OF THE SUB-COMMITTEE FOR FINANCE AND INVESTMENT, CENTRAL BOARD OF TRUSTEES (EMPLOYEES' PROVIDENT FUND)</b>	
<b>Vide Letter No. Conf.3(2)2003/213 Dt. 04.04.2003</b>	
Chairman	FA (Labour)
Employers' Representative	Shri Ram Tarneja
	Shri J.P. Choudhary,
	Shri R.K. Somani
Employees' Representative	Shri A. Venkatram
	Shri W.R. Varadarajan,
	Shri G. Sanjeeva Reddy,
	Shri Gaurav Dave, DFA, MOL
Convenor	FA & CAO (EPFO)

<b>LIST OF MEMBERS OF THE SUB-COMMITTEE FOR INFORMATION TECHNOLOGY REFORM</b>	
<b>Vide Letter No. IS 15(4)2004/Vol.II Dt. 07.03.2003</b>	
Chairman	Central Provident Fund Commissioner
Employers' Representative	Shri A.S. Kasliwal,
	Shri J.P. Choudhary,
	Shri Sharad Patil



Employees' Representative	Shri A. Venkatram
	Shri W.R. Varadarajan,
	Shri G. Sanjeeva Reddy,
	Dr. N. Ramani, Group Director, ISRO
	Dr. Gulshan Rai, Senior Director, MIT
	Shri Gaurav Dave, DFA, MOL
	FA & CAO (EPFO)
Observer	Shri Sanjay Gupta
Convenor	ACC (IS)

<b>MEMBERS OF PENSION IMPLEMENTATION COMMITTEE OF CBT(EPF)</b> <b>Vide Letter No. Conf. 3(2)2003.15320 Dt. 13.11.2003</b>	
Chairman	Addl. Secretary (L&E)
Employers' Representatives	Shri R.K.Somani,
	Shri P.Rajenderan
	Shri Ashwin Dani
Employees' Representatives	Shri A.D.Nagpal HMS
	Shri Parduman Singh AITUC
	Shri B.N.Rai BMS
Member	Financial Adviser (L&E)
	Central Provident Fund Commissioner
Convener	Addl. Central Provident Fund Commissioner (Pension)

<b>MEMBERS' NAME &amp; ADDRESSES OF THE SUB COMMITTEE ON EXEMPTED ESTABLISHMENTS OF CBT (EPF) Vide Letter No. Conf. 3(2)2003/7984 Dt. 5.8.2003</b>	
<i>Chairman</i>	Joint Secretary (SS) Ministry of Labour, Government of India, New Delhi.
Employers' Representatives	Shri Virender Uppal
	Shri R.K.Somani
<b>Employees' Representatives</b>	Shri Sankar Saha AIC-UTUC
	Shri B.N.Rai BMS
<b>Convenor</b>	Addl. Central Provident Fund Commissioner (Compliance)

<b>LIST OF MEMBERS OF THE SUB COMMITTEE ON BUILDING &amp; CONSTRUCTION OF CBT (EPF)  Vide Letter No. Conf. 3(2)2003/41532 Dt. 3.9.2003</b>	
Employers' Representative	Shri Virender Uppal
Employees' Representatives	Shri Hasubhai Dave HMS
	Addl. Central Provident Fund Commissioner (Zone) or RPFC of the Region
Expert	Shri P.S.Rana, HUDCO
<i>Convenor</i>	<i>Chief Engineer, EPF Organisation</i>

Chapter – 9

**Directory of its offices & officers**

**AVAILABLE IN EPFO TELEPHONE DIRECTORY**

**[www.epfindia.com/epfo\\_directory](http://www.epfindia.com/epfo_directory)**

Chapter – 10

**Monthly remuneration  
&  
Pay Scale**

## ANNEXURE-I to the E.P.F. (Staff & Conditions of Service)

### Regulations, 1962.

(Training Material for ZTI)

(Updated as on 1-10-2005)

#### POSTS FOR WHICH THE CENTRAL GOVERNMENT IS THE APPOINTING AUTHORITY.

Sl. No.	Name of the Cadre	Group	Pre-revised Scale	Revised Scale as per 5 <sup>th</sup> Pay
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1.	CPFC	A	5,900-6,700	18400-500-22400
2.	FA & CAO	A	4,500-5,700	14300-400-18300

#### POSTS FOR WHICH THE CBT IS THE APPOINTING AUTHORITY AND THE POWERS ARE BEING EXERCISED BY THE CHAIRMAN, CBT, EPF.

1.	Additional CPFC	A	4,500-5,700	14300-400-18300
2.	Director (NATRSS)	A	4,500-5700	14300-400-18300
3.	Chief Engineer	A	4,500-5700	14300-400-18300
4.	RPFC, Grade I	A	3,700-5,000	12000-375-16500
5.	Director (Audit)	A	3,700-5,000	12000-375-16500
6.	Director (Vigilance)	A	3,700-5,000	12000-375-16500
7.	Joint Director (NATRSS)	A	3,700-5,000	12000-375-16500
8.	Director (IS))	A	3,700-5,000	12000-375-16500
9.	RPFC, Grade II	A	3,000-4,500	10000-325-15200
10.	Dy.Dir.(Vigilance)	A	3,000-4,500	10000-325-15200
11.	Dy.Dir (Audit)	A	3,000-4,500	10000-325-15200
12.	Dy.Dir (NATRSS)	A	3,000-4,500	10000-325-15200
13.	Sr. Admn. Officer(-do-)	A	3,000-4,500	10000-325-15200
14.	Senior Analyst	A	3,000-4,500	10000-325-15200
15.	Dy. Director (Computer)/IS	A	3,000-4,500	10000-325-15200
16.	Executive Engineer	A	3,000-4,500	10000-325-15200
17.	Dy. Director (OL)	A	3,000-4500	10000-325-15200

POSTS FOR WHICH THE CENTRAL PROVIDENT FUND  
COMMISSIONER IS THE APPOINTING AUTHORITY.

1.	A.P.F.C.	A	2,200-4,000	8000-275-13500
2.	Asst. Director (IS)	A	2,200-4,000	8000-275-13500
3.	Asst. Research Officer (NATRSS)	A	2,200-4,000	8000-275-13500
4.	Asst. Engineer (Civil)	A	2,200-4,000	8000-275-13500
5.	Asst. Engineer (Electrical)	A	2,200-4,000	8000-275-13500
6.	Programmer	B	2,375,3,500	7450-225- 11500
7.	Asst. Programmer	B	2,000-3,200	6500-200-10500
8.	Asst. Director (Vigilance)	B	2,000-3,500	6500-200-10500
9.	Junior Analyst	B	2,000-3,500	6500-200- 10500
10.	Asst. Director (OL)	B	2000-3,5000	6500-200-10500
11.	Welfare Officer	B	2,000-3,500	6500-200-10500
12.	Personal Secretary	B	2,000-3,500	6500-200- 10500
13.	Enforcement Officers/ Asst. A/cs. Officers	B	1,640-2,900	5500-175-9000

POSTS FOR WHICH ADDITIONAL CENTRAL PROVIDENT FUND  
COMMISSIONER (HRM IN HEAD OFFICE) IS THE APPOINTING  
AUTHORITY.

1.	Section Officer (Prev. Suptdt)	B (Gazetted) From Dec.2001 B	1640-2900	6500-200-10500 5500-175-9000
2.	P.A.	B	1,640-2,900	5500-175-9000
3.	Research Assistant	B	1,640-2,900	5500-175-9000
4.	Jr. Engineer (Civil)	B	1,640-2,900	5500-175-9000
5.	Jr.Engr (Electrical)	B	1,640-2,900	5500-175-9000
6.	Hindi Translator, Gr.I	B	1,640-2,900	5500-175-9000

- |    |  |   |             |               |
|----|--|---|-------------|---------------|
| 7. | Vigilance Assistant                            | C | 1,400-2,600 | 5000-150-8000 |
| 8. | Supervisor (Computer<br>Cell )(EDP Supervisor) | C | 1,400-2,600 | 5500-175-9000 |

POSTS FOR WHICH THE REGIONAL PROVIDENT FUND  
COMMISSIONER, GRADE I OF THE REGION **OR** THE RPFC IN-  
CHARGE OF LOCAL ADMINISTRATION IN THE HEAD  
OFFICE IS THE APPOINTING AUTHORITY.

1.	Assistant (H.O)	C	1,400-2,300 From December 2001	4500-125-7000 5500-175-9000
2.	Library Information Assistant	C	1,400-2,600	5500-175-9000
3.	Yoga Instructor	C		5500-175-9000
4.	Librarian	C	1,400-2,600	5000-150-8000
5.	Junior H.T. (HT Gr.II)	C	1,400-2,300	5000-150-8000
6.	Head Clerk/Section Supervisor	C	1,400-2,300	5000-150-8000
7.	Statistical Assistant	C	1,400-2,300	5000-150-8000
8.	Legal Assistant	C	1,400-2,300	5000-150-8000
9.	UDC	C	1,200-2,040	4000-100-6000
10.	Steno	C	1,200-2,040	4000-100-6000
11.	Data Entry Operator Grade C	C	1,440-2,300	5000-150-8000
12.	DEO, Grade B	C	1,350-2,200	4500-125-7000
13.	DEO, Grade A	C	1,150-1,500	4000-100-6000
14.	LDC	C	950-1,500	3050-75-3950-80-4590
15.	Staff Car Driver/ Jeep Driver/ Despatch Rider	C	950-1,500	(i) 3050-75-3950-80- 4590
			(ii)	4000-100-6000
			(iii)	4500-125-700
16.	Staff Car Driver (Special Grade)	C		5000-150-8000
17.	Lift Operator	C	950-1,500	3050-75-3950-80-4590
18.	Sr. Gestetner Operator	C	950-1,400	3050-75-3950-80-4590
19.	Electrician/Wireman	C	950-1,400	3050-75-3950-80-4590
20.	Plumber/Pump Operator	C	950-1,400	3050-75-3950-80-4590
21.	Cook-cum-Guest House Attendant	C	750-940	3050-75-3950-80-4590



22.	Sr. Record Sorter	D	775-1,150	2650-65-3300-70-4000
23.	Jamadar/Daftry/ Record Sorter Jr.	D	775-1,150	2650-65-3300-70-4000
24.	Jr. Gestetner Operator	D	775-1,150	2650-65-3300-70-4000
25.	Binder	D	775-1,025	2610-60-3150-65-3540
26.	Chowkidar/Helper/ Mali/Frash/Water Carrier/Safai Wala (i.e. Sweeper)	D	750-940	2550-55-2660-60-3200
27.	Peons	D	750-940	2550-55-2660- 60-3200

CANTEEN STAFF

1.	Manager, Grade I	C	1,350-2,200	5000-150-8000
2.	Cook/Assistant Halwai	C	825-1,200	2750-70-3800-75-4400
3.	Jr. Clerk (Coupon, Kitchen, Sales, Office Accountants)	C	825-1,200	2750-70-3800-75-4400
4.	Bearer/Tea/Coffee Maker/Washer Boy	D	750-940	2550-55-2660-60-3200

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Group A = Rs. 8000-275-13500 and above.  
Group B (Gazetted) = Rs. 6500-200-10500.  
Group B (Non-Gazetted) = Rs. 5500-175-9000 and above.  
Group C = Rs.3050-75-3950-80-4590 and above.  
Group D = Rs. 2550-55-2660-3200 and above.

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## Chapter – 11

### **Grievance Redressal Machinery & facilities available to citizens for obtaining information**

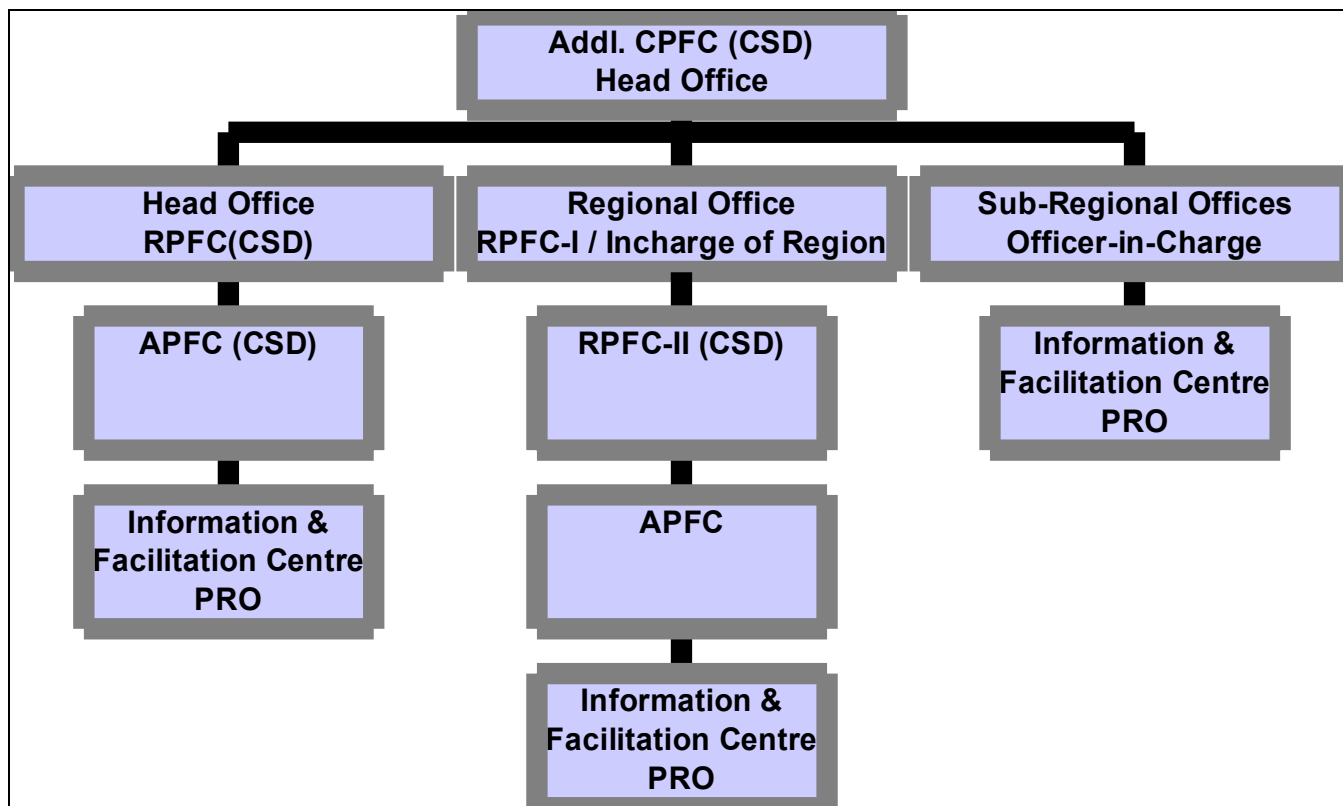
## **Grievance redressal machinery & existing facilities available to citizens for obtaining information**

The mission of Employees Provident Fund Organization is to extend the reach and quality of publicly managed old-age income security programs through consistent and ever-improving standards of compliance and benefit delivery in a manner that wins the approval and confidence of Indians in our methods, fairness, honesty and integrity, thereby contributing to the economic and social well-being of Indians.

1. The organization in tune with its objectives lays considerable importance to the redressal of grievance of the members of the fund.
2. The Headquarter office at New Delhi, and all field offices comprising 32 Regional offices and 77 Sub Regional Offices across the country are equipped with full-fledged facilitation centers, public relation officers and supporting staff from where the citizens can obtain the relevant information as well as get their grievances redressed. The Public Relation Officers at the Reception Counters are available on all working days of the week to handle the grievances of the visiting members. At the same time, public information are also available in each office to assist the person asking for any information.
3. There is two-tier organizational structure for handling public grievances/information. One at Head Office level, called Customer Service Division, which is headed by Additional Central Provident Fund Commissioner and assisted by Regional Provident Fund Commissioner, Assistant Provident Fund Commissioner and Public Relation Officer. Another at Field Offices Level, headed by Regional Provident Fund Commissioners and Assistant Provident Fund Commissioners assisted by Public Relation Officers.
4. The Regional Provident Fund Commissioner of the regions and Officer-in-charge of Sub Regional Offices are available in person even without any prior appointment to the members of the fund for redressal of their grievance on all working days from 11 AM to 4.30 PM. Besides the Regional P.F. Commissioner, In-charge of the Customer Service Division in the head Office attends to the grievances of the members of the fund in person on all working days during office hours. If, the members does not feel satisfied they can see the Additional Central Provident Fund Commissioner (Customer Service Division) or the Central Provident Fund Commissioner.

**CUSTOMER SERVICE DIVISION**  
**Organisational Structure for**  
**handling Public Grievances**

5.



- a. All grievances received by the Head Office in the Customer Service Division are monitored fortnightly with system support and acknowledgement is sent to the member. Public Relation Officer in the Head Office also attends to the grievances of the members every day and redresses the grievances.
6. The grievances received from the members of the Fund through various sources relate to the settlement of the claims, issue of account slips, matter arising out of non compliance etc., are required to be redressed by the field offices. Feedback of all such grievances obtained from field offices is promptly communicated to the members with the status/disposal of the petitions.
7. The Public Relation Officers in the Regional/Sub Regional Offices attend to the grievances of the members who visit the offices for redressal. The Public Relation Officer provides information about the status of the claim as well as the status of the complaints filed by the members.
8. The following guidelines are prescribed for handling grievances:

- b. Every compliant/grievance is required to be entered and acknowledged.
  - b. Provide information regarding payment of Provident Fund/Pension cases/Status of complaints across the counter/over Phone.
  - a. Complete monitoring of the grievance disposal.
  - b. Officer-in-charge of the section should be present at the time of hearing of complaint/grievance on the grievance day.
9. The Facilitation Centres have been set up in all the offices of the organization. All the prescribed forms for the members of the fund are available free of cost during working hours. The salient features of a “Facilitation Centre” are as below.
- Provide information regarding Schemes and procedures through brochures, booklets, reports, etc.
  - Provide information regarding status of claims/complaints.
  - Forms which are to be utilized for various procedures are made available to members free of cost at the Facilitation Centre.
  - Receive complaints, issue acknowledgement letters.
  - Officer of the level of Assistant P.F. Commissioner/Assistant Accounts Officer is to man the Facilitation Centre with appropriate orientation capable of speaking English and local language for handling visitors and working knowledge of computer operation.
  - Time limits for settlement of claims/petitions meeting hours of the Senior Officers are notified through display boards.
  - Easy accessibility by the visitors to the Facilitation Centre is ensured and publicity regarding the location and hours of access.
  - Physical facilities for sitting, drinking water, etc. for the waiting public especially the old and the handicapped.
- 10 All Field Offices conduct Bhavishya Nidhi Adalats for redressal of complex nature of grievances of members of the fund. The Bhavishya Nidhi Adalats are held on 10<sup>th</sup> of every month and if 10<sup>th</sup> happens to be a holiday Bhavishya Nidhi Adalats are conducted on the next working day.
11. To reduce the Public Grievances, the organisation has taken various measures for creating the awareness about the provisions of EPF & MP Act, 1952 among members and employers. Publishing the brochures & pamphlets on various schemes under the

Act, holding seminars and PF/Pension paper disbursement ceremony, arranging training programmes on Customer Service relationship etc. are few of them.

12. The organisation plans to have radical changes in existing "Business Procedure and Process" through Re-inventing EPF India. This will retool the accounting procedure from single to double entry to meet international accounting and disclosure standards and enable the process with Information and Communication Technology to setup a high availability country-wide information system layer.

13. The organisation plans to have radical changes in existing Business Procedure and Process through Re-inventing EPF India. This will retool the accounting procedure from single to double entry to meet international accounting and disclosure standard.

## Chapter – 12

### **Name, Designation and other particulars of the Public Information Officers**

[www.epfindia.com\rati\\_officers](http://www.epfindia.com/rti_officers)