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## **CITIZEN'S CHARTER**

**EMPLOYEES' PROVIDENT FUND ORGANISATION  
MINISTRY OF LABOUR & EMPLOYMENT  
BHAVISHYA NIDHI BHAWAN, 14, BHIKAIJI CAMA PLACE  
NEW DELHI 110066.  
[www.epfindia.gov.in](http://www.epfindia.gov.in)**

**2012**

## VISION

Employees' Provident Fund Organisation has a vision to reposition itself as a World Class Social Security Organisation providing world class service to:

- Reduce the time for settlement of claims from 30 days at present to 3 days
- Provide hassle free service to the subscribers from the EPFO offices.
- Ensure that all the covered establishments are complying with the requirement of the statute
- Encourage and promote the voluntary compliance
- Monthly updation of member account
- On line access to member account

## MISSION

Our mission 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 members in our methods, fairness, honesty and integrity, thereby contributing to the economic and social well-being of members.

### SERVICE STANDARDS

S. NO	MAIN SERVICES	STANDARD
1	SETTLEMENT OF FORM 19	30 DAYS
2	SETTLEMENT OF FORM 31	30 DAYS
3	SETTLEMENT OF FORM 13	30 DAYS
4	SETTLEMENT OF FORM 14	30 DAYS
5	SETTLEMENT OF FORM 20	30 DAYS
6	SETTLEMENT OF FORM 10D	30 DAYS
7	SETTLEMENT OF FORM 10C	30 DAYS
8	SETTLEMENT OF FORM 5IF	30 DAYS
9	ISSUE OF ANNUAL ACCOUNTS SLIPS	BY 30 <sup>TH</sup> SEPTEMBER OF THE FOLLOWING YEAR
10	REDRESSAL OF GRIEVANCES	30 DAYS

## **RIGHTS OF EMPLOYEES/MEMBERS**

- RIGHT TO MEMBERSHIP OF PF, PENSION AND EDLI SCHEMES FOR EVERY EMPLOYEE OF COVERED ESTABLISHMENT SUBJECT TO SCHEME PROVISIONS.
- TO RECEIVE ANNUAL STATEMENT OF PROVIDENT FUND REGULARLY
- TO OBTAIN CLAIM FORM FREE OF COST FROM ANY PROVIDENT FUND OFFICE
- TO OBTAIN ASSISTANCE/GUIDANCE IN FILLING UP FORMS
- TO SUBMIT CLAIM APPLICATIONS AND OBTAIN ACKNOWLEDGEMENT
- TO GET PARTIAL WITHDRAWALS FROM PROVIDENT FUND SETTLED WITHIN A MAXIMUM PERIOD OF 30 DAYS FOR SPECIFIED PURPOSES
- TO GET FINAL WITHDRAWALS FROM PROVIDENT FUND SETTLED WITHIN 30 DAYS FROM THE DATE OF SUBMISSION OF CLAIM
- TO GET PROVIDENT FUND ACCUMULATIONS TRANSFERRED TO YOUR NEW ACCOUNT WITHIN 30 DAYS OF APPLICATION ON CHANGE OF EMPLOYER
- TO EXECUTE NOMINATION FOR RECEIVING PROVIDENT FUND ACCUMULATIONS/PENSION
- TO REGISTER GRIEVANCE AND GET REDRESSAL WITHIN 30 DAYS
- TO APPROACH ANY OFFICER FOR REDRESS OF GRIEVANCE FOR ESTABLISHMENTS UNDER HIS JURISDICTION INCLUDING EXEMPTED ESTABLISHMENTS WITHOUT PRIOR APPOINTMENT
- TO RECEIVE MONTHLY PAYMENT OF PENSION UNDER THE SCHEME

## **RIGHTS OF EMPLOYERS**

- TO DEMAND FROM THE VISITING ENFORCEMENT OFFICER AN ID CARD
- TO GET BUSINESS NUMBER ALLOTTED FOR COMPLYING WITH THE PROVISION OF LAW
- TO APPROACH EPFO & SEEK CLARIFICATION/GUIDANCE RELATING TO PROVIDENT FUND MATTERS
- TO GET VARIOUS FORMS FREE OF COST

## **GRIEVANCE REDRESS MECHANISM**

### **Name and contact details of Public Grievance Officer:**

ADDITIONAL CENTRAL COMMISSIONER, CSD  
EMPLOYEES' PROVIDENT FUND ORGANISATION  
BHAVISHYA NIDHI BHAWAN, 14, BHIKAIJI CAMA PLACE  
NEW DELHI 110066.

(Phone number available on [www.epfindia.gov.in](http://www.epfindia.gov.in))

### **URL to lodge grievance:**

[www.epfigms.gov.in](http://www.epfigms.gov.in)

[www.pgportal.gov.in](http://www.pgportal.gov.in)

### **Response to be expected by persons lodging the grievance:**

EPFO has notified general time limit of 30 days for settlement of claim. In case a grievance is lodged through the epfigms, time line fixed for redress is 30 days. In case of non redress, the grievance is escalated to next higher office.

If the member has mentioned his/her e-mail id, acknowledgement as well as response is also reported through the mail.

There is also provision to reply on the address of the member through hard copy.

**Timeline for redress:**

30 days.

**Stakeholders/Clients:**

The service standards mentioned in the three Schemes under the EPF and M P Act, 1952 are as per the decisions of the CBT members which has representatives from the employee and employer associations.

**Responsibility centers and Subordinate organizations:**

List of all EPFO Offices is at Annexure A

**Indicative expectations from the service recipients:**

**Members:**

All claims shall be submitted with the required enclosures and duly attested by the employer/authorized officer.

**Employers:**

The employer shall submit annual return by 30<sup>th</sup> April every year.

The employer shall submit every month return in Form 5 and details of members leaving service in the preceding month.

The employer shall submit every month the details of account wise dues every month.

The employer shall remit the dues account wise every month.

The employer shall attest the claim forms submitted by the members/beneficiaries and forward it to EPFO Offices promptly as per scheme provisions.

**Month and Year for the next Review of the Charter:**

After one year.

Note:(Details of the Act, Scheme, benefits, duties of employers and contractors are available on [www.epfindia.gov.in](http://www.epfindia.gov.in))