



सत्यमेव जयते



## EMPLOYEES' PROVIDENT FUND ORGANISATION

### CITIZENS' / CLIENTS' CHARTER

2017

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

<https://unifiedportal.epfindia.gov.in>

## **VISION**

Employees' Provident Fund Organisation has a vision to reposition itself as a world class Social Security Organisation providing futuristic services meeting the growing requirements of all categories of its stakeholders. EPFO Vision 2030 envisages:-

- a) Universal Social Security Coverage on mandatory basis by way of Provident Fund, Pension and Life Insurance for all workers of the country;
- b) Online Services for all EPFO benefits with State-of-the-Art Technology;
- c) Implementation of policies for a benefit structure with adequate support level of social security.

## **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 the nation.

The technology-driven and hassle-free services are envisaged to improve the level of trust on the functioning of EPFO include:-

- Provide minimum interface but maximum output from the EPFO offices.
- Improved and reliable facility for on line services.
- Real time monthly updation of member accounts.
- Online access to member account.
- Ensure one Employee one EPF account
- Reduce the time for settlement of claims from the present 20 days to 3 days.
- Facilitate the ease of compliance.
- Encourage and promote voluntary compliance.
- Keep up the vigil and ensure proper compliance by all establishments.
- Further improvise easy interaction with EPFO to obtain information or seek redressal.

## SERVICE STANDARDS

The details of Service standards of the Citizen Charter are as follows:-

SL. NO.	MAIN SERVICES		STANDARDS	Earlier
	Forms	Introduced New Forms		
1.	Settlement of form-19 (PF – final withdrawal)	Composite Claim Form (AADHAR) & (NON-AADHAR)	10 days	30 days
2.	Settlement of form 31 (PF – part withdrawal)	Composite Claim Form (AADHAR) & (NON-AADHAR)	10 days	30 days
3.	Settlement of form 13 (PF - transfer)		10 days	30 days
4.	Settlement of form 14 (PF – payment of life insurance premium)		10 days	30 days
5.	Settlement of form 20 (PF – final withdrawal by nominee on death of member)	Composite Claim Form in Death Cases.	7 days	30 days
6.	Settlement of form 10 D (Pension – monthly pension)	Composite Claim Form in Death Cases.	7 days	30 days
7.	Settlement of form 10 C (Pension – withdrawal benefit/Scheme Certificate)	Composite Claim Form (AADHAR) & (NON-AADHAR)	10 days	30 days
8.	Settlement of form 5 IF (Insurance – payment to nominee on death of employee while in service)	Composite Claim Form in Death Cases.	7 days	30 days
9.	Issue of annual accounts slips		By 31 <sup>st</sup> May of the following year	By 31 <sup>st</sup> September of the following year
10.	Redressal of grievances		15 days.	30 days

**All EPFO payments to be routed through Electronic and Digital Fund transfer system.**

## RIGHTS OF MEMBERS

The details of Rights of Members are as follows:-

- Right to Membership of PF, Pension and EDLI schemes for every employee of covered establishment subject to the scheme provisions.

- To obtain the slew of online services being made available by EPFO
- 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 **10** days for specified purposes.
- To get final withdrawals from provident fund settled within **10** days from the date of submission of claim.
- To get provident fund accumulations transferred to Members' new account within **10** days of application on change of employment.
- To execute nomination for receiving provident fund accumulations/pension.
- To register grievance and get redressal within **15** days.
- To approach any officer for redressal of grievance in respect of an establishment, including an exempted establishment, without prior appointment.
- To receive monthly payment of pension under the scheme.
- To obtain Universal Account Number (UAN) from EPFO.

## **RIGHTS OF EMPLOYERS**

The details of Rights of Employers are as follows:-

- To demand from the visiting Enforcement Officer an Identity Card.
- To get the Business Number (PF code number) allotted electronically for complying with the provisions of law.
- To approach EPFO & seek clarifications/guidance relating to provident fund matters.
- To avail the online services for filing returns and remit the contributions.
- To have at least one Nodal /Relationship Officer in each field office.
- To have time line for the disposal of various tasks like 7A enquires/queries etc.
- To have right to meet the Officer in-charge.

## **GRIEVANCE REDRESSAL MECHANISM**

### **Name and contact details of Public Grievance Officer at the Head Office**

#### **Additional Central PF Commissioner (CSD)**

Employees' Provident Fund Organisation  
Bhavishya Nidhi Bhawan, 14 Bhikaiji Cama Place  
New Delhi-110066

(Contact details available on [http://epfindia.gov.in/epfo\\_directory\\_ho.html](http://epfindia.gov.in/epfo_directory_ho.html))

URL to lodge grievance: [www.epfigms.gov.in](http://www.epfigms.gov.in)

**TIMELINE FOR REDRESSAL 15 days**

General time limit for settlement of any grievance shall be 15 days. In case of non-redressal, the grievance will be escalated to next higher authority. If a member has mentioned his/her e-mail ID, acknowledgement as well as response will be communicated through e-mail. There is also provision to reply to the address of the member through hard copy.

**STAKEHOLDERS/CLIENTS**

The service standards mentioned in the three Schemes under the EPF & MP Act, 1952 will be applicable to EPFO clients, namely, the employees and employers.

**RESPONSIBILITY CENTERS AND ORGANISATION'S PRESENCE**

EPFO has a nationwide network of 21 Zonal offices, 135 Regional Offices and 117 District Offices. The responsibility centers in these offices reach out to the clients and ensure extension of the Social Security services.

## **INDICATIVE EXPECTATIONS FROM THE SERVICE RECIPIENTS**

### **Members**

- Immediately after joining an establishment, the member should submit his/her UAN with declaration regarding previous Membership of Fund to the employer (Para 34, EPF Scheme 1952).
- The member should submit his/her nomination in form 2 to his/her employer for onward submission to EPFO after authenticating it.
- Member should furnish Aadhar card as well as the KYC information correctly in their accounts.

### **Employers**

- ❖ Every month the employer should electronically submit monthly return in ECR format and the corresponding remittance.
- ❖ The employer should submit particulars of members joining service and/or leaving service in the prescribed form and manner. The employer should also submit nomination form in respect of each member in the prescribed form and manner. [Para 36 (2), Para 61, EPF Scheme 1952]
- ❖ Employer should submit Aadhar card and other requisite KYC information in respect of their employee member.

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

After one year.

**Please visit [www.epfindia.gov.in](http://www.epfindia.gov.in) for details of the Act, Scheme, benefits, duties of employers and contractors etc. Unified portal for employers and members is available at <https://unifiedportal.epfindia.gov.in>**

\*\*\*\*\*