

- 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 16th September, 2005 are given as under:

Application Fee:	Rs.10/-
A3/A4 Size Paper (created or copied):	Rs.2/- per page
Copy in larger size paper:	Actual charge or cost
Samples or models:	Actual cost
Information in Floppy/Diskette:	Rs.50/- per Floppy/Diskette
Printed material:	Cost of printing or @ Rs.2/- per page of photocopy for extracts from the publication
Inspection of records:	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 CPFC/RPFC/APFC 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

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:

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

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Chapter – 3

Powers & duties of its Officers & Employees of EPFO

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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;

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 JPF (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.

- (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.

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 30th 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 arrearages;
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/EPS/EDLI and to watch the realisation of penal damages.

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

	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)		'D' posts for any specific period subject to the following conditions :- (a) The posts shall be created strictly according to the norms approved by the Board. (b) The concurrence of the FA & CAO of the Organisation is obtained. (ii) Full powers to create group 'B' posts in the regular sanctioned categories and scale of pay for a period not exceeding 2 years.
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 th 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

			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.
III. APPOINTMENT / TERMINATION OF APPOINTMENT			
25.	Appointment of substitute in Place of an absentee on quarantine leave.	CPFC	To the extent delegated in Finance Ministry's OM No. F.7(40)/E.10/55, dated 29 th 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.

	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: - (a) The loss does not disclose a defect in rules or procedure the amendment of which requires 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)	CPFC	not due to thefts fraud or negligence. (ii) Rs. 5,000 for other cases. Rs. 2,000.
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XIII. MISCELLANEOUS

136.	Sale by auction or otherwise in 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.

			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.	

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			6.APFC-ADM	Internal Finance and Availability of budgetary provisions.	
8.	Payment of electricity gas and water charges	Full Powers	1.Addl.CPFC /Director, (NATRSS)s 2.RPFC (ASD/RO/ SRO/SAO) 3.RPFC-ADM (NATRSS) 4.Dy. Director (ZTIs.) 5.APFC (SRO/SAO/ASD) 6.APFC-ADM (NATRSS/Z TIs)	Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provisions. Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision. 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.122 of XI of Part-II of existing Sch.
9.	To incur expenditure in respect of payment of staff paid from contingencies.	Full powers	1.Addl.CPFC / Director, (NATRSS) 2.RPFC (ASD/RO) 3.Dy.Director , (ZTIs)	Full powers subject to instructions issued from time to time in this regard in consultation with the Internal Finance and Availability of budgetary provision. 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.123 of XI of Part –II of existing Sch.

		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/ SPO SADA SD.ADM) 3.RPFC-SDA (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.

6.5 COMPLIANCE

Sl. No.	Activity/purpose	Name/Title of the Document	Type of Documents	From where one can get a copy
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

Sl. No.	Activity/purpose	Name/Title of the Document	Type of Documents	From where one can get a copy
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**

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.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.

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

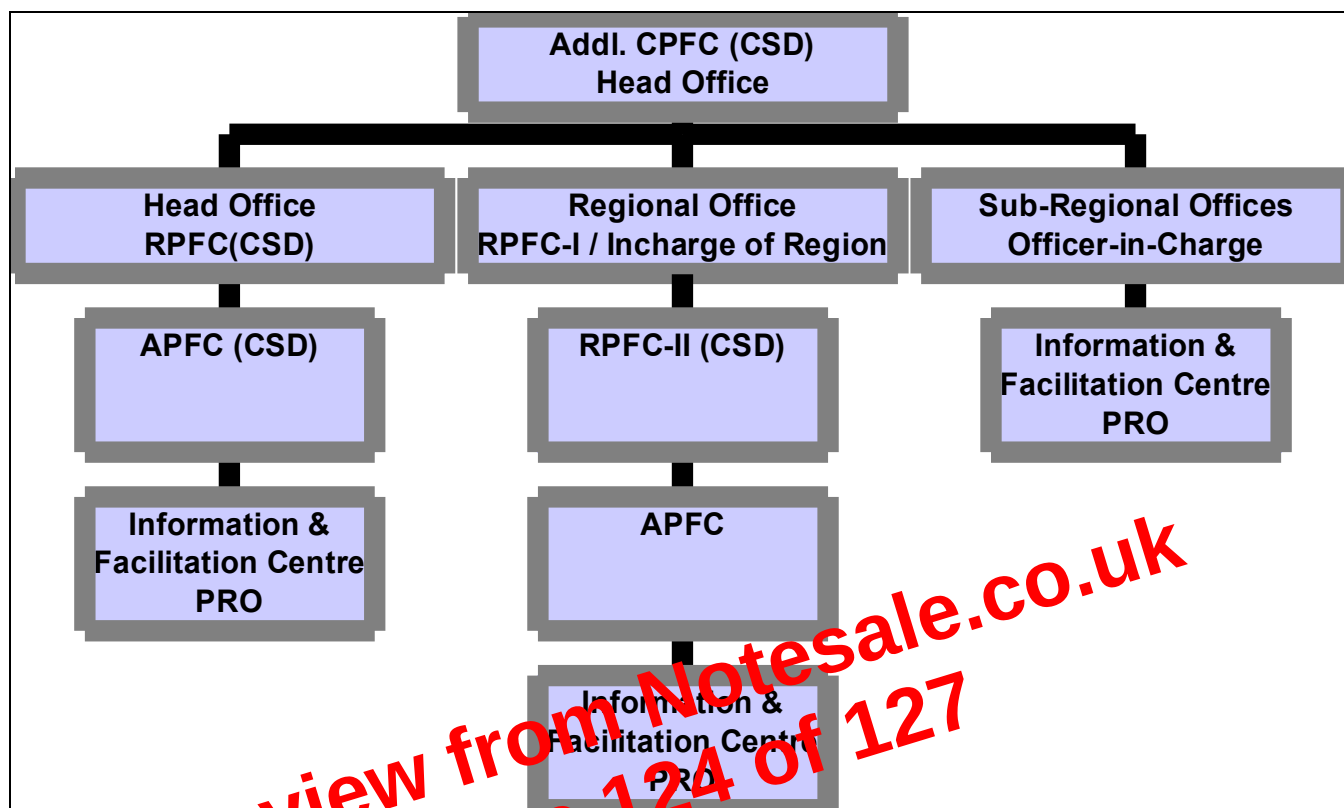
8.2 Functions of the Central Board

- ❑ 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:

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: