



EMPLOYEES' PROVIDENT FUND ORGANISATION
श्रम एवं रोजगार मंत्रालय , भारत सरकार
MINISTRY OF LABOUR AND EMPLOYMENT, GOVERNMENT OF INDIA
मुख्यालय / HEAD QUARTERS
भविष्य निधि भवन 14 भीकाजी कामा प्लेस नई दिल्ली-110066
Bhavishya Nidhi Bhawan, 14, Bhikaiji Cama Place, New Delhi 110066
www.epfindia.gov.in; www.epfindia.nic.in

File No. HRM-8/61(53) 09/NPC/

Dated:

To,

- 24845
1. All RPFC, Incharge of the Regions.
 2. The Officer - Incharge of All SROs.

2 अगस्त
AUG 2010

Sub: - Study on Developing Norms for opening new field offices.

Sir,

It is informed that the National Productivity Council has been engaged to redesign norms for opening new field offices of E.P.F Organisation.

2. In this regard NPC has designed a questionnaire to be filled by all the SROs. All SROs are therefore, requested to please sent the questionnaires filled latest by 16.08.2010. Questionnaire is uploaded in the EPF website same can be downloaded.

3. Reply should be sent in soft copy via e-mail: npc.epfo@gmail.com and a copy be sent to the e-mail rpfchrms@yahoo.com.

Yours faithfully,

(R.K. KUKREJA)

Regional Provident Fund Commissioner (HRM)

✓ Copy to: -

RPFC, NDC to upload the questionnaires on the website. (enclosed)

EPFO QUESTIONNAIRE

GENERAL GUIDELINES

- The purpose of this form is to collect all relevant information pertaining to the RO/SRO.
- The information provided would serve to give a brief idea about the working of the RO/SRO. Hence, it is requested that all relevant information be provided in the specified format.
- If required, NPC team will interact at various levels at RO/SRO for further understanding of functions/getting additional information.
- Your cooperation in this regard is kindly solicited.
- For any clarifications please contact **Mr. N.K. Chanji** – (M) 9999246895
- Kindly send your filled Questionnaire on e-mail : npc.epfo@gmail.com

1. GENERAL INFORMATION

Name of SRO:-	Name of the Head:-
Reporting RO:-	Designation:-
Zone:-	Total Nos. Of Executives:-
State:-	Total Nos. Of Staff:-
Contact No./Mobile No.:-	
Reporting Structure: <i>(Pl. shows your position in the organization in the form of an organogram with one step above you and all sub-ordinates including staff reporting to you.)</i>	



2. FUNCTIONS/ACTIVITIES PERFORMED



3. WORKLOAD LEVELS

S.NO	PARAMETERS	YEARS				
		2005-06	2006-07	2007-08	2008-09	2009-10
3.1	Nos. of establishments covered with this SRO					
	➤ Nos. of Exempted establishments					
	➤ Nos. of Unexempted establishments					
	• Active					
	• Inactive					
3.2	Total Nos. of Subscribers					
3.3	In this area total Nos. Of subscribers in unexempted establishments.					
	Nos. Of Claim Applications:					
	➤ Received					
3.4	➤ Settled					
	➤ Rejected					
	➤ Returned					
3.5	P.F Contribution (in lakhs).					
3.6	Percentage growth. of P.F Contribution					
3.7	Nos. of Pensioners					
3.8	Pension Contribution (in lakhs).					
3.9	Employee's Deposit Linked Fund Scheme Contribution (in lakhs)					
3.10	Any other Workload apart from above please mention:					



4. SERVICE LEVELS

- 4.1 Total Nos. of Districts Covered by this SRO _____
- 4.2 Time taken for establishment of claims.
- a. Total number of claim settled. _____
 - b. Nos. of claims settled within 0-15 days _____
 - c. Within 15 to 30 days. _____
 - d. Within 30 to 60 days. _____
- 4.3 Do the subscribers get their wages on?
- Monthly basis. _____
 - Weekly basis _____
- 4.4 Average travel time for the subscribers to reach the existing office:-
- a. Less than 1 hours _____
 - b. Between 1 to 2 hours _____
 - c. Between 2 to 4 hours _____
- 4.5 Mode of payment in RO/SRO:-
- a. Nos. of payments by e-programme _____
 - b. Nos. of payments by cheque. _____
 - c. Nos. of payments by Money orders _____
 - d. Any other option please mention _____
- 4.6 Nos. of Public Grievance Handling Service (PGHS)/ complaints received:
- 2008-09 _____
- 2009-10 _____
- 4.7 Levels of Computerization:
- Manual _____ Semi Computerized _____ Fully Computerized _____



5. ENFORCEMENT

S.NO	PARAMETERS	YEARS				
		2005-06	2006-07	2007-08	2008-09	2009-10
5.1	Total Nos. of establishments					
5.2	Nos. of establishments giving contribution to EPFO					
5.3	Nos. of Defaulter establishments					
5.4	Amount of default (in lakhs)					
5.5	Nos. of establishments to whom notice have been send					
	Amount Recovered as a result of the above					
5.6	Nos. of cases filed against defaulters					
	➤ Nos. of Pending Cases					
	➤ Nos. of cases filed					
	➤ Cases Settled					
	➤ Amount recovered as a result of settlement of cases					
5.7	Any other relevant information regarding enforcement:					



6. SUGGESTIONS

(Please give suggestions, if any, regarding all/any of the above areas)

(Note: Please attach copies of latest MIS reports submit to HO/RO)

Name of Head: -

Signature of Head

