



कर्मचारी भविष्य निधि संगठन
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' PROVIDENT FUND ORGANISATION
(Ministry of Labour & Employment, Govt. of India)
मुख्य कार्यालय / Head Office
भविष्य निधि भवन, 14-घोकामो कामा प्लेस, नई दिल्ली-110 066.
Bhavishya Nidhi Bhawan, 14, Bhikaiji Cama Place, New Delhi – 110 066.

CSD-V/epfigms/ 3676

25.08.2010

5 अगस्त 2010
AUG 2010

To,
Additional Provident Fund Commissioner (Zones)
Employees Provident Fund Organisation

Subject: EPFiGMS- redressal of grievances-(II)

Sir,

Please refer to Head Office letter no 29015 dated 18.08.2010 on the above mentioned subject. Redressal of grievances in EPFiGMS has been reviewed (as on 23.08.2010) and following is the position in terms of redressal of grievances:

Redressal %		Regional Offices
A.	Above 80%	Ahmadabad, Chandigarh ,Chennai, Dehradun, Guntur, Guwahati, Hyderabad, Indore, Jaipur, Kanpur, Ludhiana, Madurai, Mangalore, Nagpur, Patna, Pune, Raipur, Tambaram, Thane, Thiruvantahpuram, Vadodara
B.	Above 60% up to 80%	Coimbatore, Delhi (South), Faridabad, Meerut, Nizamabad, Jalpaigudi, Panaji, Ranchi, Shimla, Surat.
C.	Up to 60%	Bandra ,Bangalore, Bhubaneswar, Delhi(North), Kolkata, Kandivali, , Gulbarga ,Gurgaon, Peenya,

Regional Offices in at B and C need to expedite redressal of pending grievances and bring down pendency to the minimum by 31.08.2010 and also ensure that replies to the grievances are substantive.

In terms of CPFC's circular no. CSD-IV/epfigms/circular/2010/3576, dated 5th May 2010, it's observed that field offices are not using EPFiGMS to register locally received grievances (through paper/in person).It may please be ensured that all grievances received locally are registered. Further, Field offices may also

be advised to register all Bhavishya Nidhi Adalat Cases from next month onwards in EPFiGMS. Bhavishya Nidhi Adalat has been added as source category in the grievance registration form of EPFiGMS.

An action taken report may kindly be sent to CSD, Head Office at the earliest.

Thanking You,

Yours truly,



(A.Kulshrestha)

Additional Central Provident Fund Commissioner (CSD)

Copy to:

All RPFC-I - for information and necessary action.

✓ RPFC(NDC) to upload on website.