



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation
श्रम एवं रोजगार मंत्रालय भारत सरकार
Ministry of Labour & Employment, Govt. Of India
मुख्यकार्यलय/Head Office

भविष्य निधि भवन, 14-भीकाजी कामा प्लेस, नई दिल्ली -110066
Bhavishya Nidhi Bhawan, 14-Bhikaji Cama Place, New Delhi-110066
E-mail: acc.is@epfindia.gov.in

No ACC(IS)/PS/Misc/SMS/2010 /410

Date: 20.08.2010

To

All Additional Central Commissioners (Political States)
All Regional P.F. Commissioner/Officer-incharge
Regional Office/Sub-Regional Office

Subject: Improvement/scaling up of SMS facilities - regarding

Sir/Madam,

We are all aware that as an additional measure in augmenting the service delivery mechanism, EPFO has introduced SMS based services on 12th July 2010.

Accordingly, facility for entering mobile numbers of members/subscribers both in the legacy and new application software has been provided. A large number of claims are being settled everyday but the stated objective of outreaching the beneficiaries regarding the settlement of claim is not met with. It is further reiterated that all the officers are requested to ensure that :

1. Mobile numbers are collected invariably for all the members whose claims are being settled
2. Mobile numbers so collected are entered in application software.
3. Upon settlement of claim, generate the mobile number data file on daily basis and upload the same in the FTP server.
4. Contact Shri V. Chandrasekaran, AD (IS) at NDC in case of any technical difficulty.
5. Send a weekly progress report on the above activity to ACC (IS).

It is worth to mention here that facility for registration of Employers and Employees for availing mobile services has also been developed and is under testing. The same is expected to be launched before the end of this week which will help speedup the collection of mobile numbers proactively. The mobile number database so built will be used for all service delivery - like claim status, member balances and grievance redressal status etc. However, collection of mobile numbers is the key for any such service delivery. The URL (web address) for the dashboard is <http://59.176.119.37/dashboard.htm>.

Hence, all RPFs /OICs are once again requested to pay personal attention in the above process and help make this major initiative a grand success. All the OICs are also requested to furnish their mobile numbers so that daily intimation summary related to their office could be sent to them through SMS.

ACCs (Z) should monitor it, especially init.

Yours faithfully,

(B.K. Panda)

Addl. Central PF Commissioner (IS)