



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-भीकाजी कामा प्लेस, नई दिल्ली-110 066.

Bhavishya Nidhi Bhawan, 14, Bhikaiji Cama Place, New Delhi – 110 066.

No. CSD-V /CPGRAM/2012/

Dated: 16-2-2012

To,

All Regional Provident fund commissioners  
In Charge of Regions.

**Sub : To fix time line for redressal of grievances.**

Sir,

You are aware that online grievances from DARPG are forwarded and monitored through CPGRAM. The responsibility center for head office and other higher authorities is Regional Office, as below Regional Office direct monitoring is not done by these authorities.

Ministry of Labour and employment has noted that timely action has not been taken by the organization for redressal of grievances and the same remain pending for unduly long periods.

The observation of the ministry is correct to some extent as in a number of offices case are pending even beyond 1-3 years. Customer Service Division Head Office is repeatedly reminding the RPFC's through e-mail, post as well as telephonically. Although good no. of grievances have been redressed during the year still majority of the cases pending belong to the category beyond 6 month - 1 year. A detail list and summery report is send through e-mail from time to time. A latest report of pending cases is enclosed herewith.

Hence fourth a monthly meeting will be held in the Ministry of Labour on last Friday of the month . In February it will be held on 24<sup>th</sup> February 2012.

Please insure that at least the grievance beyond One year are redressed within a week. Further please design a system of formally reviewing the grievance area by holding meeting fort nightly or monthly as may be convenient.

At last we all need to sensitize and give personal attention to long pending grievance as in case of all grievance pending beyond 60 days directly or in directly the responsibilities lies officer in charge only. A copy of ministry letter dated 14 feb. 2012 long with its encloser is sent herewith for your ready reference.

Enclosed: as above

Yours faithfully,

(Jag Mohan)

**Regional Provident Fund Commissioner-I(CSD)**

# CPGRAMS

## Age-wise Pendency Report

Report as on : 17/02/2012

For the Period 01/01/2002 to 17/02/2012

Name of Organisation	B/F as on 01/01/2002	Grievance(s) Received	Grievance(s) Disposed	Pendency as on 17/02/2012	Pendency as on 17/02/2012	Pendency Between 31 to 60 days	Pendency Between 61 to 90 days	Pendency Between 91 to 180 days	Pendency Between 181 to 365 days
EPFO,East Zone.	0	149	148	1	1	0	0	0	0
EPFO,North Zone	0	48	48	0	0	0	0	0	0
EPFO,South Zone	0	75	72	3	3	0	0	0	2
EPFO, Regional Office, Delhi (North)	0	5609	5587	22	22	1	0	3	4
EPFO, Regional Office, Delhi (South)	0	6616	6455	161	161	7	23	47	26
EPFO,ROGulbarga	0	14	0	14	14	0	0	0	0
EPFO, Regional Office, Chennai	0	2096	1993	103	103	7	13	22	20
EPFO, Regional Office, Gujarat ( Ahmedabad)	0	698	687	11	11	2	0	4	1
EPFO, Regional Office, Bangalore	0	5990	5821	169	169	13	10	15	7
EPFO, Regional Office, Patna Bihar	0	179	151	28	28	3	3	4	9
EPFO, Regional Office, Mumbai (Bandra)	0	7471	7312	159	159	29	27	34	16
EPFO, Regional Office, Chandigarh	0	366	365	1	1	0	0	0	0
EPFO, Regional Office, Raipur	0	143	139	4	4	0	0	0	0
EPFO, Regional Office, Coimbatore	0	895	892	3	3	0	0	0	0
EPFO, Regional Office, Haryana (Gurgaon)	0	1628	1383	245	245	13	4	31	110
EPFO, Regional Office, Goa	0	81	76	5	5	0	0	1	2
EPFO, Regional Office, AndhraPradesh (Guntur)	0	923	923	0	0	0	0	0	0
EPFO, Regional Office, Haryana ( Faridabad)	0	1630	1616	14	14	1	0	3	1
EPFO, Regional Office, AndhraPradesh (Hydrabad)	0	3299	3255	44	44	8	0	2	1
EPFO, Regional Office, Shimla	0	108	108	0	0	0	0	0	0
EPFO, Regional Office, Ranchi	0	146	143	3	3	0	0	0	1
EPFO, Regional Office, Jalpaiguri	0	143	135	8	8	0	0	0	0
EPFO, Regional Office, Kerala	0	245	245	0	0	0	0	0	0
EPFO, Regional Office, Kolkata,	0	1143	1045	98	98	9	5	8	10
EPFO, Regional Office, Mumbai (Kandiviti)	0	5140	5088	52	52	5	5	3	6
EPFO, Regional Office, Ludhiana	0	270	268	2	2	0	1	0	0
EPFO, Regional Office, Madurai	0	393	391	2	2	0	0	0	0
EPFO, Regional Office, Mangalore	0	1337	1334	3	3	0	0	0	0
EPFO, Regional Office, Indore	0	387	383	4	4	1	1	1	0

EPFO, Regional Office, UP (Meerut)	0	762	745	17	17	2	0	2	6
EPFO, Regional Office, Nagpur	0	3203	3196	7	7	1	0	0	0
EPFO, Regional Office, Andhra Pradesh (Nizamabad)	0	732	732	0	0	0	0	0	0
EPFO, Regional Office, Guwahati	0	87	87	0	0	0	0	0	0
EPFO, Regional Office, Bhubaneswar	0	239	224	15	15	3	1	1	1
EPFO, Regional Office, Banglore (PEENYA)	0	2727	2687	40	40	3	1	2	9
EPFO, Regional Office, Pune	0	3746	3685	61	61	9	14	8	9
EPFO, Regional Office, Jaipur	0	447	427	20	20	0	1	1	6
Employees P. F. Organisation, Regional Office, Surat.	0	410	377	33	33	3	2	1	13
EPFO, Regional Office, TAMBRAM	0	667	614	53	53	0	0	1	39
EPFO, Regional Office, Mumbai (Thane)	0	6103	6070	33	33	2	0	1	3
EPFO, Regional Office, UP (Kanpur)	0	1061	1052	9	9	1	0	0	0
EPFO, Regional Office, Dehradun	0	133	118	15	15	2	1	3	6
EPFO, Regional Office, Gujrat (BARODA)	0	571	569	2	2	0	0	0	0

F.No.Z.14025/6/20011.SS.II(PG)  
Government of India  
Ministry of Labour & Employment  
Public Grievances Cell  
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*Dum*  
*15/2/12*

*Acc (CSO)*

Shram Shakti Bhawan, New Delhi  
Dated the *14th* February, 2012.

To

- ✓ 1. The Central Provident Commissioner,  
Employees' Provident Fund Organization,  
14, Bhikaji Cama Place  
R.K. Puram, New Delhi.
2. The Director General  
Employees State Insurance Corporation,  
Panchdeep Bhawan,  
C.I. G. Marg, New Delhi.

Subject:- To fix timeline for redressal of grievances.

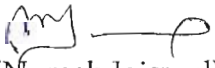
Sir,

As you are aware, that on line grievances of stake holders are being fed through our web-side CPENGRAMS maintained by Department of Administrative Reforms and Public Grievances . It has, however, been noted that timely action has not been taken by Organisation for redressal of grievances and same remain pending for unduly long periods. There is thus need to sensitize the concerned officers dealing with these grievances in your Organisation for taking timely action on the grievances so that unnecessary delays could be avoided.

*CMS*

2. In this connection your attention is invited that the Director (Social Security), Ministry of Labour & Employment will be holding the meeting on every last Friday of the month in his Chamber at 3.30PM. You are, therefore requested to please direct the concerned officers to attend the meeting with the status of the pending cases.

Encl:- As above.

  
(Naresh Jaiswal)

Under Secretary to the Govt. of India



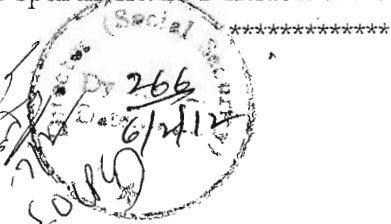
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F.No. 41/30/2011-P&PW(C)

Govt. of India

Ministry of Personnel, P.G. & Pensions

Department of Pension & Pensioners' Welfare



3rd Floor, Lok Nayak Bhawan,  
New Delhi, the 13 January, 2012

To

US(NJ) All Nodal Officers of all Ministries/ Departments  
(Web Based Pensioners' Portal)

Additional Secretary (L&E)  
Dy. No. 171  
Date 6/2/12

Subject: To fix timeline for redressal of grievances.

Sir/ Madam

As you are aware, that on line grievances of pensioners are being fed through our application CPENGRAMS available in the Pensioners' Portal maintained by Department of Pension & Pensioners' Welfare. It has, however been felt that that timely action has not been taken by various Ministries/ Departments/ Organisations for redressal of grievances and same remain pending for unduly long periods. There is thus need to sensitize the concerned officers dealing with these grievances in your Department for taking timely action on the grievances of pensioners so that unnecessary delays could be avoided. The regional offices and field officers, wherever they exist also need to be sensitized in this regard accordingly.

2. In this connection your attention is invited to fix the time limit for timely redressal of grievances as per the guidelines issued by Department of AR&PG (copy enclosed). You are, therefore, requested to please take necessary action in this regard while keeping this Department informed about it.

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Shri Ravi Mathur,  
Additional Secretary,  
Ministry of Labour & Employment  
Shram Shakti Bhawan  
New Delhi

Yours faithfully

Talra  
(Tripti P. Ghosh)  
Director

Copy to:

- 1. NIC - For updating the letter on Pensioners' Portal.

D.O. NO. G-13013/1/2006-PG

भारत सरकार

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

नार्थ ब्लॉक, नई दिल्ली-110001

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
AND PENSIONS

NORTH BLOCK, NEW DELHI-110001

5<sup>th</sup> May, 2006

सचिव  
SECRETARY  
Tel.: 23094848

Dear,

One of the important obligations of public service is the prompt redressal of public grievances and identification of grievance prone areas of Government Department in order to eliminate the causes of these grievances of citizens. The Department of Administrative Reforms and Public Grievances have been issuing guidelines from time to time in order to ensure that an effective institutional mechanism is established in each government department for the expeditious redress of Public Grievances. Despite all these guidelines and various efforts made by the State Governments, complaints continue regarding the delay and lack of response in handling public grievances. The Parliamentary Standing Committee attached to the Ministry of Personnel, Public Grievances and Pensions has taken serious view of the state of affairs prevailing in the matter of settlement of public grievances. It has been pointed out that the response of the public servants towards citizens' grievances is lukewarm and often borders on complete indifference.

2. Any grievance redress system would be failing in its primary purpose if the minimum courtesy of acknowledging receipt of a complaint is not observed. It is, therefore, reiterated that an acknowledgement should go immediately and at the most within three days of the receipt of the grievance and the grievance itself should be redressed within a maximum period of two months of its receipt. The citizens approaching the government departments with their grievance petitions should be informed of the progress of his/her grievance. In case it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply should invariably be sent.

3. I would request you to take suitable measures in bringing about a change in the prevailing situation in order to ensure that the grievances of the citizens are settled expeditiously.

With regards,

Your sincerely

(Pratyush Sinha)

Chief Secretaries of States and UTs.

**No. K-15011/1/2006-PG**  
**Government of India**  
**Ministry of Personnel, Public Grievances and Pensions**  
**Department of Administrative Reforms and Public Grievances**

Sardar Patel Bhawan, Sansad Marg  
New Delhi, Dated: May 22, 2006

**OFFICE MEMORANDUM**

**Subject: Activating machinery for Redress of Public Grievances.**

The undersigned is directed to refer to the consolidated guidelines issued by the Department of Administrative Reforms and Public Grievances for prompt and effective redress of public grievances. It has been emphasized that a fully functional redress mechanism needs to be in place in all Ministries of Government of India and in the Department/Organizations under the Ministries for expeditious redressal of public grievances. It has further been emphasized that the system of grievance redress mechanism should be well publicized to ensure that the citizens are aware of the system and can interact with the Department to settle their grievances. However, complaints still continue regarding the delays and lack of response.

2. It is now reiterated that the following step may please be taken to ensure that the internal grievance redress machinery is in order for prompt redressal of grievances of citizens:-

- (i) A grievance should be acknowledged immediately and at the most within three days of the receipt of the grievance. A grievance should be redressed within a period of a maximum of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent.
- (ii) In case it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit.
- (iii) Grievances received in the Ministries may be analyzed periodically at a senior level to identify grievance prone areas of the Ministries/Departments to adopt systemic changes to eliminate the causes of grievances.
- (iv) Wide publicity of the grievance mechanism available in the Ministry and the names, designation and address of Director of Public Grievances may be given.
- (v) The Director of Public Grievances of the Ministries/Departments of Government of India may call for the documents of the case and take a decision with the approval of the Secretary of the Ministry/Head of the Department/Organization if a grievance is not redressed within a period of three months.
- (vi) Every Wednesday may be kept as meeting-less day for the Directors of Public Grievances for hearing the grievances of the citizens. The feedback mechanism may be ensured for an inbuilt mechanisms to correct deficiencies.
- (vii) In order to promote responsive administration, the system of regular dialogue with user and citizen groups on grievance redress mechanism and service delivery may be strengthened.