



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 -११००६६
Bhavishya Nidhi Bhawan, 14-Bhikaiji Cama Place, New Delhi-110066

No. MIS 3 (1)RFD/MO&LE/2009-10/VOL./

Dated: 09.09.2011

To,

All ACC(ZONES)
All RPFC-Is in-charge of Regions

Sub: Review of achievement of targets (Apr-Jul 2011) mentioned in Results Framework Document (RFD)

Sir,

I invite your reference to performance in RFD targets' achievements of offices under your jurisdiction. The performance indicators for the EPF Organisation as a whole are furnished below:-

Action	Success Indicator	Target value for the year 2011-12	Target value for the period April to July 2011	Target value achieved
Providing Benefits to Employees Provident Fund (EPF) Beneficiaries	Settlement of all claims (excluding form 10A/10D) within 30 days.	65%	65%	60.39%
	Settlement of monthly Pension claims (form 10A/10D) within 30 days.	65%	65%	38.53%
	Increase in number of Establishments	45000	15000	11,355
	Increase in Membership	25,00,000	8,33,333	31,85,757

Detailed Zone/Region-wise performance is appended to this letter for reference and record. You may like to collect office-wise performance data along with explanation/reasons for slippages. As is evident from the performance statistics, some of the regions are performing way below the specified RFD benchmarks.

The performance of offices on each attribute is to be graded as follows as per RFD guidelines:-

	Excellent	Very Good	Fair	Poor
	100%	90%	70%	60%
Settlement of all claims (excluding Form 10A/10D) within 30 days (%)	65	55	45	40
Settlement of monthly Pension claims (Form 10A/10D) within 30 days (%)	65	55	45	40
Increase in number of establishments (%)	7	6	6	5
Increase in number of membership (%)	4	4	3	3

The review of performance has revealed that most of the offices have miserably failed to achieve targets with reference to 10D/10A claims. In other areas also performance of majority of offices is not satisfactory.

The above attributes are to be judged for each office accordingly. and necessary follow up action for pulling up the laggard offices by issuing stringent warnings and if warranted, other disciplinary measures may be invoked to ensure that there are no slippages in any of the work areas. The good performers may be issued commendations and the advise to further better their performances.

A action taken report in the matter may be furnished to MIS Division, EPF Headquarters within two weeks.

This issues with the approval of Addl. CPFC (MIS).

Encl: As above

Yours sincerely,

(NAVENDU RAI)
Regional Commissioner (MIS)

ACHIEVEMENTS OF RFD TARGETS (April to July - 2011)								
REGION	Claims Settlement (10A & 10D)		(All Claims Except 10A & 10D)		Coverage Of Estt.		Enrollment Of Members	
	Target upto the Month	% within 30 days on Total claims settled	Target upto the Month	% within 30 days on Total claims settled	Target for the Region upto the Month	Achievements for the Month	Target for the Region upto the Month	Achievements for the Month
Dehradun	65.00%	79.45%	65.00%	57.73%	125	118	8376	118394
Delhi (North)	65.00%	40.49%	65.00%	34.66%	510	241	35033	6954
Delhi (South)	65.00%	2.79%	65.00%	7.46%	437	162	33799	61449
ZO (DL & UK)	65.00%	50.54%	65.00%	26.50%	1072	521	77208	186797
Chandigarh	65.00%	80.40%	65.00%	90.41%	364	296	21562	31710
Ludhiana	65.00%	92.54%	65.00%	92.01%	368	296	26402	35330
Shimla	65.00%	8.47%	65.00%	93.51%	157	138	2663	4610
ZO (PN & HP)	65.00%	84.63%	65.00%	91.68%	890	730	50628	71650
Kanpur	65.00%	34.10%	65.00%	74.09%	471	365	10582	20577
Meerut	65.00%	77.82%	65.00%	65.39%	510	495	15645	42517
Patna	65.00%	17.33%	65.00%	40.25%	193	196	4852	6346
ZO (UP & BR)	65.00%	46.29%	65.00%	67.39%	1175	1056	31080	69440
Faridabad	65.00%	67.69%	65.00%	98.31%	428	324	33568	47700
Gurgaon	65.00%	5.68%	65.00%	38.00%	306	356	22895	40064
Jaipur	65.00%	38.58%	65.00%	74.43%	525	445	16611	34811
ZO (HR & RJ)	65.00%	46.81%	65.00%	70.21%	1259	1125	73074	122575
Ahmedabad	65.00%	70.31%	65.00%	77.18%	736	591	26880	61108
Baroda	65.00%	2.03%	65.00%	42.94%	166	115	7646	15488
Indore	65.00%	64.26%	65.00%	74.55%	438	449	27224	90241
Surat	65.00%	19.84%	65.00%	44.98%	420	209	10169	7541
ZO (GJ & MP)	65.00%	57.15%	65.00%	64.52%	1760	1364	71919	174378
Kandivili	65.00%	16.09%	65.00%	37.38%	479	423	22145	64737
Mumbai-I Bandra	65.00%	2.07%	65.00%	12.19%	516	163	48726	53702
Mumbai-II Thane	65.00%	73.18%	65.00%	90.50%	488	367	19611	13372
Nagpur	65.00%	11.51%	65.00%	81.96%	386	279	16012	11228
Pune	65.00%	3.49%	65.00%	50.72%	552	492	31494	28067
Raipur	65.00%	94.69%	65.00%	97.90%	181	232	5741	22453
ZO (MH & CG)	65.00%	25.60%	65.00%	52.57%	2603	1956	143729	193559

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	Target upto the Month	% within 30 days on Total claims settled	Target upto the Month	% within 30 days on Total claims settled	Target for the Region upto the Month	Achievements for the Month	Target for the Region upto the Month	Achievements for the Month
Bangalore	65.00%	0.77%	65.00%	47.28%	240	182	29646	1371089
Gulbarga	65.00%	27.11%	65.00%	90.34%	235	291	7599	80034
Mangalore	65.00%	42.56%	65.00%	65.67%	257	162	20951	36187
Panaji	65.00%	18.08%	65.00%	36.60%	78	53	9683	17996
Peenya	65.00%	5.04%	65.00%	18.19%	272	333	62167	15222
ZO (KN & Goa)	65.00%	26.03%	65.00%	40.31%	1083	1021	130045	1520528
Bhubaneshwar	65.00%	41.51%	65.00%	80.37%	340	343	9774	120595
Guntur	65.00%	46.83%	65.00%	82.63%	634	367	13659	20112
Hyderabad	65.00%	29.61%	65.00%	69.37%	541	441	23449	82520
Nizamabad	65.00%	41.45%	65.00%	77.31%	157	115	10995	314900
ZO (AP & OR)	65.00%	39.36%	65.00%	74.96%	1672	1266	57877	538127
Chennai	65.00%	55.74%	65.00%	68.44%	506	367	38568	118152
Coimbatore	65.00%	25.04%	65.00%	46.02%	597	335	34051	24976
Madurai	65.00%	73.03%	65.00%	92.09%	361	244	26234	74197
Tambaram	65.00%	29.95%	65.00%	51.98%	263	188	15101	23399
Thiruvananthapuram	65.00%	11.97%	65.00%	64.70%	416	320	26330	26482
ZO (TN & KR)	65.00%	35.94%	65.00%	64.51%	2142	1454	140284	267206
Guwahati (NER)	65.00%	22.94%	65.00%	59.10%	208	185	4960	5529
Jalpaiguri	65.00%	32.67%	65.00%	80.57%	170	81	11919	5617
Kolkata	65.00%	16.46%	65.00%	56.46%	735	378	26970	13019
Ranchi	65.00%	6.63%	65.00%	57.04%	233	218	13641	17332
ZO (WB, NER & JH)	65.00%	15.84%	65.00%	60.69%	1345	862	57490	41497
All INDIA	65.00%	38.53%	65.00%	60.39%	15000	11355	833333	3185757