



Results Framework Document
For
Employees' Provident Fund Organisation

(Ministry of Labour & Employment, Government of India.)

(2011-2012)

Section 1:

Vision, Mission, Objectives and Functions

VISION

To reposition itself as a world class Social Security Organisation providing services of global standards through best business practices.

MISSION

To extend the reach and quality of publicly managed old-age income security programs through consistent and ever improving standards of compliance and benefit delivery in a manner that wins the approval and confidence of the stakeholders in our methods, fairness, honesty and integrity, thereby contributing to the economic and social well being of all.

OBJECTIVES

- Extending social security cover to eligible employees under the Act and the Schemes.
- Provide hassle free services to the members and employers.
- Redress public grievances within a reasonable time.
- Ensure compliance from establishments.
- Encourage and promote the voluntary compliance.
- To manage funds efficiently.

FUNCTIONS

- To receive the contributions from the employers.
- To invest the accumulated funds.
- To disburse the Provident Fund under the provisions of the Employees Provident Funds Scheme 1952.
- To disburse the Pension or Withdrawal Benefits under the provisions of the Employees Pension Scheme, 1995.

- To disburse the Insurance Benefits under the provisions of the Employees Deposit Linked Insurance Scheme, 1971.
- To update Accounts of members and provide Annual Statement of Accounts.
- To bring all the eligible establishments under the purview of the Employees Provident Fund and Miscellaneous Provisions Act, 1952.
- To grant exemption to the establishments that can provide better benefits and services to their employees.
- To ensure that all the covered establishments are complying with the requirements of the statute.
- To recover the arrears from the defaulting establishments.
- To settle the public grievances within a reasonable time.

Section 2:**Inter-se priorities among Key Objectives, success Indicators and Targets**

Objective	Weight	Action		Success Indicator	Unit	Weight	Target/Criteria Value				
							Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
Providing Social Security Benefits to EPF Members	89	Service Area	1	Settlement of all claims (excluding Form 10A/10D) within 30 days	% of total claims settled	17%	65	55	50	45	40
			2	Settlement of monthly Pension claims (Form 10A/10D) within 30 days	% of total claims settled	17%	65	55	50	45	40
			3	Disposal of Members Grievances (Including CPGRAMS & epfiGMS).	% of total grievances registered	10%	80	75	70	65	60
		Compliance Area	1	Increase in coverage over previous month as a result of new coverage.	Nos.	10%	43000	42000	41000	40000	39000
			2	Increase in enrolment of members as a result of new coverage.	Nos.	10%	2500000	2300000	2100000	1900000	1700000
			3	Recovery of Current Demand (Realisable) by close of following month	% of total Current Demand (Realisable)	10%	70	65	60	55	50
			4	Recovery of Arrear Demand (Realisable)	% of total Arrear Demand (Realisable)	10%	55	45	35	25	15
			5	Filing of counter reply within one month of receipt of orders of EPFAT/High Courts vacated	Time taken to file counter reply (No. of months)	5%	2	3	4	5	6

Section 3:**Trend Values of the Success Indicators**

Objective	Action		Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09-10	Actual Value for FY 10/11	Projected value for FY 11/12	Projected value for FY 12/13	Projected value for FY 13/14
Providing Social Security Benefits to EPF Members	Service Area	1	Settlement of all claims (excluding Form 10A/10D) within 30 days	% of total claims settled	63.07	58.73	57.73	65	70	70
		2	Settlement of monthly Pension claims (Form 10A/10D) within 30 days	% of total claims settled	55.76	55.23	49.68	65	70	70
		3	Disposal of Members Grievances (Including CPGRAMS & epiGMS).	% of total grievances registered	80	80	80
	Compliance Area	1	Increase in coverage over previous month as a result of new coverage.	Nos.	60124	40361	46361	43000	43000	43000
		2	Increase in enrolment of members as a result of new coverage.	Nos.	514768	2152771	6745990	2500000	2500000	2500000
		3	Recovery of Current Demand (Realisable)by close of following month	% of total Current Demand (Realisable)	61.85	79.16	80.92	70	70	70
		4	Recovery of Arrear Demand (Realisable)	% of total Arrear Demand (Realisable)	52.26	53.54	53.19	55	55	55
		5	Filing of counter reply on receipt of orders of EPFAT/High Courts vacated	Time taken to file counter reply(No. of months)	2	2	2
Efficient Functioning of the RFD	Timely submission of RFD	1	On-time submission.	Date	March 31 2011	March 31 2012	March 31 2013

RFD for EPFO 2011-12

System	Timely submission of Results	2	On-time submission.	Date	May 1 2012	May 1 2013	May 1 2014
	Finalize a Strategic Plan for RC	3	Finalize the Strategic plan for next 5 years.	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013
Improving Internal Efficiency/Responsiveness /Service delivery of Ministry/Department	Identify potential areas of corruption related to organisation activities and develop an action plan to mitigate them	1	Finalize an action plan to mitigate potential areas of corruption.	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013
	Implementation of Sevottam	2	Create a Sevottam compliant system to implement, monitor and review Citizen's Charter	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013
		3	Create a Sevottam Compliant system to redress and monitor public Grievances.	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013

Section 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology.

Objective 2 - Providing Social Security Benefits to EPF Members

ACTION 1 - SERVICE AREA :

- (i) The EPFO is the implementing agency of the social security schemes framed by the Government of India. Three schemes framed under the Act provide an umbrella of social security benefits in terms of Provident Fund, Monthly Pension and death assurance. They are EPF Scheme, 1952, Employees' Pension Scheme, 1995 and Employees' Deposit Linked Insurance Scheme, 1976.
- (ii) Since the objective of the Provident Fund, Pension Fund and EDLI Fund is to meet future contingency and sudden contingencies, the performance of the organisation could be measured in terms of the benefits passed on to the members of the fund/beneficiaries and especially when they retire on superannuation or in the event of their death, the benefits pass on to family members.
- (iii) It has been mandated in the scheme (s) that all benefits have to be passed on to the members within 30 days of their presentation in EPFO office. It has also been mandated that members shall be given a refund of PF accumulations on attaining 55 years of age and on attaining superannuation at the age of 58 years to receive Pensionary benefits.
- (iv) To measure how effective the system of delivery is in place in the organisation, a target has been fixed in terms of claims settled within 30 days – to settle 65% old age benefits within 30 days. These claims have been categorized into two group. The first group has been identified as all kind of claims excluding Pension claims in Form 10A and 10 D. The second category of claims is Pension claims in Form 10A and Form 10D. These claims shall be taken into account as success indicators at Sl. no. 1 and 2 to ensure that benefits are passed onto the members in reasonable time.
- (v) The organisation is primarily a service oriented organisation. The EPF members and pensioners are the clients. The organisation has computerized its offices to improve service delivery. Since the offices also function as first level of grievance redressal machinery arising out of the implementation of the schemes and extending service, disposal of member grievances by 31st March is the last success indicator at Sl. No. 3 under the action – Service Area.

ACTION 2 - COMPLIANCE AREA:

- (i) The EPF & MP Act, 1952 and the Schemes extend to the target group on the basis of pre-defined criteria. In order to extend the provisions of the three Schemes, the Act applies to certain classes of factories and establishments described in Schedule-I of the Act. Schedule - I of the Act lists 186 categories of industries to which it applies.
- (ii) The other criteria is employment strength and wage ceiling. It extends to factories with 20 or more employees on the date of coverage who are drawing Rs. 6500 as basic wages per month.
- (iii) To cover the factories and establishments is thus another important objective in order to reach the employees and extend the social security cover to them. To measure this performance and efforts made by the office, success indicator 1 & 2 have been defined.
- (iv) The Assessing officers are required to collect the current dues from the employers expeditiously so that the members' accounts are updated and any loss to the fund is made good. The performance for recovery of current dues (realizable) is proposed to be measured as success indicator at Sl. No. 3.
- (v) The dues which are not recovered in the same financial year are carried over to the next financial year as Arrears. Here the Recovery officers are required to use various modes of recovery available under the Act and to recover the dues falling in arrears in a financial year. The performance for recovery of arrears (realizable) is proposed to be measured as success indicator at Sl. No. 4.
- (vi) The effectiveness of the compliance functions in offices is on hold or nullified by the legal disputes. These legal disputes are sometimes major impediments in extending the social security cover or realization of the dues by enforcing the provisions of the Act. Thus to measure the performance of the Regional Offices in filling of counter reply has been defined at sl. No. 5.

Section 5:

Specific Performance Requirements from other Departments

Objective 2 - Providing Social Security Benefits to EPF Members

ACTION 1 - SERVICE AREA :

The constraints in achieving the targets in respect of Action 1 - Service Area:

1. Success indicator 1 and 2 are directly affected by continuous flow of claims in the offices and increasing trend over the years.
2. The claims are processed by task holders and hence shortage of staff in many field offices will also affect disposals.
3. Lack of awareness among the beneficiaries and employers in filling up of claim forms.
4. Success indicator 3 will depend upon the accessibility of the grievance registration portals to an average member.

ACTION 2 - COMPLIANCE AREA:

The constraints in achieving the targets in respect of Action 2 - Compliance Area:

1. Success indicator 1 & 2 is affected by availability of adequate Enforcement Officers. In many field Offices, the shortage of enforcement Officers would affect regular survey and inspections for potential coverage.
2. The targets under success indicator 1 & 2 would also depend upon sharing of the information by other organizations such as ESIC, Labour Bureau and State Labour Departments.
3. Success indicator 1 & 2 - depends on the legal issues involved, principles of natural justice and due process of law has to be followed by the assessing officers while determining applicability.
4. Similarly success indicator 3 – Recovery of Current Demand is also limited by the legal actions involved.
5. Success indicator 4 – Recovery of arrear demand, is affected by legal actions which are available to the establishments to contest the recovery action of Recovery Officers before EPF AT and High Courts.
6. Success indicator 5 - Filing of counter reply on receipt of orders of EPFAT/High Courts vacated, is affected by the legal process undertaken by EPFAT and the High Courts. Secondly, huge workload at Regional Offices for which the existing staff is not sufficient to pursue the cases.

Section 6:**Outcome/Impact of activities of Organisation/Ministry**

S.No	Outcome/Impact of Organisation/RCS	Jointly responsible for influencing this outcome/impact with the following Orgnsation(s)/Department/Ministry (s)		Success Indicator	Unit	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
1	Delivery of Social Security benefits to EPF members in the organised sector	Ministry of Labour & Employment which is responsible for regulating the Act and the Schemes	1	Settlement of all claims (excluding Form 10A/10D) within 30 days	% of total claims settled	58.73	57.73	65	70	70
			2	Settlement of monthly Pension claims (Form 10A/10D) within 30 days	% of total claims settled	55.23	49.68	65	70	70
			3	Disposal of Members Grievances (Including CPGRAMS & epfiGMS).	% of total grievances registered	80	80	80
			4	Increase in coverage over previous month as a result of new coverage.	Nos.	40361	46361	43000	43000	43000
			5	Increase in enrolment of members as a result of new coverage.	Nos.	2152771	6745990	2500000	2500000	2500000
			6	Recovery of Current Demand (Realisable)by close of following month	% of total Current Demand (Realisable)	79.16	80.92	70	70	70
			7	Recovery of Arrear Demand (Realisable)	% of total Arrear Demand (Realisable)	53.54	53.19	55	55	55
			8	Filing of counter reply on receipt of orders of EPFAT/High Courts vacated	Time taken to file counter reply(No. of months)	2	2	2

RFD for EPFO 2011-12

			9	On-time submission.	Date	March 31 2011	March 31 2012	March 31 2013
			10	On-time submission of Results	Date	May 1 2012	May 1 2013	May 1 2014
			11	Finalize the Strategic plan for next 5 years.	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013
			12	Finalize an action plan to mitigate potential areas of corruption.	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013
			13	Create a Sevottam compliant system to implement, monitor and review Citizen's Charter	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013
			14	Create a Sevottam Compliant system to redress and monitor public Grievances.	Date	Dec. 10 2011	Dec. 10 2012	Dec. 10 2013