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**EMPLOYEES PROVIDENT FUND OFFICERS' ASSOCIATION  
(Recognised)**

Bhavishyanidhi Bhawan, G.S. Road, Near Bharalu Bridge,  
Bhangagarh, Guwahati – 781 005. (Assam)

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S. Kumar, A.P.F.C

To,

Date: January 05, 2011

Place: Guwahati

**Sri R.P.Singh, Chairman,**

National Productivity Council  
Utpadakta Bhawan,  
5-6 Institutional Area,  
Lodhi Road, New Delhi – 110003.

**Sub:** Study on developing norm for opening new field offices in  
EPFO, ministry of Labour, GOI– Reg.

Sir,

Please refer to the study being undertaken by the National Productivity Council (NPC) on developing norms for opening new field offices in Employees' Provident Fund Organisation. The E.P.F. Officers' Association - the service Association of Group 'A' officers in EPFO - hereby bring to your knowledge certain issues that the Association considers relevant in formulating the norms for opening new offices of E.P.F.O. The same is enclosed (**Annexure – I**) for your perusal and to be considered for incorporation in the final report to be submitted by you to E.P.F.O.

The Association would also like to have personal interaction with the N.P.C. team that is assigned this job to help fuller realization of our common goal for delivery of better services to EPF subscribers. Kindly inform your availability for this purpose at the earliest by mail to [epfoaindia@gmail.com](mailto:epfoaindia@gmail.com) .

Yours truly,



Sudarshan Kumar  
SECRETARY GENERAL  
E.P.F. Officers' Association, Guwahati  
Mob: 09431102696

Copy to:

- 1) **Sri . N.C. Vasudevan, IAS**  
Director General  
National Productivity Council  
New Delhi
  
- 2) Sri N.K. Chanji  
Director  
National Productivity Council  
New Delhi

**Annexure – I**

**Inputs by the E.P.F. Officers' Association**  
**For**  
**Developing norm for opening new field offices in EPFO.**

Employees' Provident Fund Organisation is mandated to administer the EPF & MP Act, 1952. Administration of this Act comprises the following:

- I. Locate and identify the establishments coverable under the Act.
- II. To conduct quasi-judicial proceeding to ascertain any dispute regarding applicability of the Act to an establishment.
- III. To conduct quasi-judicial proceeding to assess the statutory dues from an establishment.
- IV. To maintain individual accounts of each subscriber establishment-wise.
- V. To issue statement of accounts on annual periodicity.
- VI. To administer pension fund of subscribers.
- VII. To administer insurance fund (E.D.L.I.) of the subscribers.
- VIII. To invest funds to maximize returns on investment with emphasis on safety of the funds.
- IX. To examine proposals from establishments for allowing them to manage their own funds, usually P.F. (exemption).
- X. To inspect such exempted establishments to ensure that the conditions of exemption, particularly the compliance of rate of return. In addition various functions are added and the spread of its activity has grown manifold since its inception.

No attempt is made in the past to undertake the comprehensive exercise to restructure the Organisation despite such huge increase in the quantum and variety of Organisational functions. To redeem the system and to make it efficient there is an urgent need to restructuring the Organisation.

Binding provisions exist to deliver services to our subscribers in a time bound manner. The same are being monitored at the level of Government of India under Result Framework Document (R.F.D.) for high level of sustained performance. An analysis of settlement of claims within 30 days of all the 120 (all SROs and ROs) offices reveals that better services are being extended by smaller offices for the reason that it's easy to manage and run a small unit efficiently. It is an established fact that big office with large or very large number of subscribers fare poorly in satisfaction to subscribers in service delivery. Very large offices viz. R.O. Kolkata; R.O. Bandra or R.O. Bangalore having subscriber strength of four to five million each are not able to deliver the services with desired efficiency, which lies to the core of value system of a social security organisation. Such offices, therefore, need to be divided into smaller ones.

Local jurisdiction of a good number of offices comprises very large geographical areas, ranging from 300 - 400 KM. Enforcement Officers and other P.F. officials are required to undertake frequent – almost daily – tour to cover of area for enforcement of the Act, for delivery of various services to beneficiaries and for ancillary purposes. It's very taxing to cover the area by road, which is usually the only available means of transport. It also drains the subscribers or employers who need to visit our offices in connection with various office works e.g. to attend the quasi-judicial proceedings. It is therefore suggested in deciding the norm for opening new field offices in the following areas:

- a. Thinly populated areas
- b. Hilly areas
- c. Remote or difficult areas

larger weightage should be assigned to geographical spread than to the strength of subscriber. Whole of North-East region, island territories and areas of central India having lesser industrial/establishment density should be treated under this category.

**NORM for opening new offices - Regional, Sub-Regional and Zonal -are summarized below:**

- ❖ Total number of members coverable under the Act within the jurisdiction of a Regional Office (R.O.) – including all S.R.O.s under it – should be capped at 15 lakh.
- ❖ A S.R.O. having number of accounts upto 3 lakh is designated as small S.R.O. and one having number of accounts between 3-5 lakh shall be designated as large S.R.O. No S.R.O. shall have more than five lakh accounts under its jurisdiction.
- ❖ No R.O. shall have more than 10 lakh accounts under its original jurisdiction. The same figure for a S.R.O. is 5 lakh. As soon as the number of accounts within the original jurisdiction of a R.O. exceeds 9 lakh the process for carving out a new S.R.O. out of it should begin and the process of segregation should be completed before that R.O. reach a figure of 10 lakh. On the similar lines as soon as a S.R.O. reach a figure of 4 lakh accounts similar process for its division should begin.
- ❖ All offices having number of accounts, under original jurisdiction, ranging from 5 to 10 lakh shall be designated as Regional Office.

- ❖ A Regional Office may or may not have a S.R.O. under its jurisdiction but in no case a Regional Office shall have S.R.O.s under its jurisdiction exceeding two in number.
- ❖ Geographical matrix of S.R.O.s shall be located in such a manner that any point falling within the local jurisdiction of that S.R.O. is not beyond a distance of 100 K.M. by road and desirably within 60 KM.
- ❖ One Zone shall consist of a maximum of three Regional Offices. Every political state shall have a minimum of one Zone even if number of regions in that state is less than three. In a state where number of R.O.s is more than three, these R.O.s shall be arranged under Zones of that state, each Zone having a minimum of two R.O.s.