



EMPLOYEES' PROVIDENT FUND OFFICERS' ASSOCIATION
EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA
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(Regn. No. 33/2015)

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July 26th, 2023

To,

**Hon'ble Chairman,
Central Board of Trustees, EPF /
Hon'ble Minister for Labour & Employment,
Government of India,
NEW DELHI 110001**

**Subject: Collapsing & archaic software system of EPFO
- request for urgent intervention and request for not
holding EPFO field officers responsible for issues
beyond their control - regarding**

Respected Sir,

EPFO is one of the World's largest Social Security Organisations in terms of clientele and the volume of financial transactions undertaken. At present it maintains 27.74 crore accounts (Annual Report 2021-22) pertaining to its members. The organisation caters to 7,02,85,936 contributing members; 7,55,250 contributing establishments and 76,55,534 pensioners.

2. Unfortunately, EPFO's software system & IT infrastructure which is the life blood of the organisation, and on which the organisation depends for daily claims settlement, members depend for their claim submission and employers depend for regular contribution deposition is in such a poor state that more often than not, it is either down or extremely slow. The EPFO's official WhatsApp group (ZO&RO) which has all senior officers from EPFO Head Office and field offices as

members is flooded on a daily basis with complaints and requests for help from field offices regarding slow or dead working-speed of the software causing wastage of precious man-hours and increasing claims pendency levels. The twitter account of EPFO is similarly flooded with complaints of members and employers regarding software problems.

3. The CBT, EPF, aware of above problem, had constituted an Adhoc Committee on IT & Communications (Sub-Committee of CBT, EPF) under the chairperson-ship of Secretary (L&E). The said Adhoc Committee has submitted its report which recommend urgent short-term measures, time-bound mid-term measures and strategic long-term measures, and further include an IT Roadmap specifying the thrust areas for EPFO. This report was endorsed by the CBT, EPF in its 230th meeting, unfortunately, no progress has been made on implementation of the recommendations.

4. Sir, EPFO's IT expenditure was INR 134 Cr. in 2022-23, and more than 50% of this expenditure was on services, rentals & renewals, and local purchases of PCs and printers by EPFO field offices, and hardly any on long-term system / software improvement. In comparison, the I-T department granted its I-T Portal Project to Infosys for INR 4242 Cr. It is also submitted that if we compare the functioning of EPFO with SBI, SBI manages 45 crore bank accounts and corpus of INR 36.81 Lakh Cr., while EPFO manages 25.8 Cr. accounts with corpus of INR 21 Lakh Cr. But in contrast, SBI has a staff strength of 2.22 Lakh with annual IT budget of INR 3500 Cr. (Capital Expenditure only), whereas EPFO has a staff strength of only 0.2 Lakh with annual IT budget of INR 120 Cr. (Both Capital Expenditure & Operational Expenditure). Unlike GSTN, I-T deptt., & SBI, EPFO does not have any approved IT policy, adequate HR Structure or SOPs.

5. EPFO's servers shall be reaching their end of service life by beginning of year 2024, however, now with less than six months left for the same, the process for replacement has still not taken off. It may kindly be considered that procurement of new servers and replacement of old hardware through officially prescribed tendering process can be expected to take at least six to nine months. Any further delay may cost EPFO and our members dearly.

6. When field offices complain of slow software speed, the reply given to them by head office is that system is running slow due to excessive load of claims processing in the database. This creates a unique situation where the staff & officers of EPFO are unable to provide timely services to the members due to constraints that should not even exist. In order to cope with this bottleneck situation many EPFO offices are routinely functioning on Saturdays and Gazetted Holidays too. It is the job of EPFO field offices to process claims in timely manner, and if system is not supporting the work-flow speed then the system needs to be upgraded urgently.

7. It is further submitted that in such scenario, the claims pendency and consequent grievances pendency in EPFO is on the rise. To hold the field offices solely responsible for any such increase in claims pendency would be wholly unjustifiable. Furthermore, to evaluate the performance of officers posted in the field, particularly, in large offices where even a single day's disruption in system speed has a cascading effect in terms of pendency would not only be arbitrary & unwarranted, but also bring down the morale of EPFO officers and staff who are giving their best performance under such trying circumstances.

8. It is, therefore, humbly requested that you may kindly issue suitable directions to EPFO to urgently act for implementing the report of Adhoc Committee on IT & Communication, and also requested that directions may be issued that performance & APAR of field officers should not be adversely judged for pendency which is completely beyond their control.

Thanking you.

Yours sincerely,



[Saurabh Swami]
Secretary-General

Copy to:

1. Hon'ble Co-Vice-Chairperson, CBT, EPF and Chairperson, Adhoc Committee on IT & Communications / Secretary (L&E), Govt. of India.
2. All Hon'ble Members, CBT, EPF
3. Central PF Commissioner, EPFO.