



**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 19<sup>th</sup>, 2024**

**To,**

**Hon'ble Chairman, CBT, EPF /  
Hon'ble Union Minister for Labour & Employment,  
Government of India,  
New Delhi 110001**

**Subject: Severely inadequate EPFO IT systems and  
resultant service bottlenecks adversely affecting  
EPF services - regarding**

**Respected Sir,**

EPF Officers' Association (EPFOA) has been regularly submitting requests for urgent emergent interventions to upgrade the EPF IT systems – software, hardware, IT manpower- which are causing acute strain on EPF manpower and adversely affecting EPFO services. The situation has now turned grave with officers and offices reporting serious system deficiencies on a daily basis.

2. The EPFO application software serves as the foundational component of our service delivery infrastructure. It is the primary platform through which our regional offices process and adjudicate member claims. In recent times, the software has exhibited significant instability, characterized by recurrent outages. Over the past several weeks, the application's performance deteriorated markedly, manifesting in frequent

system slowdowns, involuntary user logout and complete system failures. Previously, EPFO management attributed the software's performance issues to concurrent user logins. However, the situation has escalated to a critical juncture where system crashes and slowdowns occur even in the absence of heavy user traffic. It has been observed that field offices have reported system failures during off-peak hours as well.

3. The exigency of a comprehensive overhaul of the EPFO Application Software has been apparent for quite some time now. Despite this critical need, the implementation of such an overhaul has been repeatedly postponed for reasons that remain obscure. While the EPFO is a financially robust organization independent of government administrative funding, the delay in launching the 2.0 version of the application software stands in stark contrast to the rapid technological advancements achieved by other departments, such as the Income Tax department. This discrepancy suggests a systemic failure to acknowledge the gravity of the situation. Historically, when the EPFO's software inadequacies have been highlighted by the EPF Officers' Association, the Ministry of Labour and Employment, other government entities, or media outlets, the organization has consistently adopted a defensive stance, presenting reports that portray a misleading image of operational efficiency. Any technological challenges have been vehemently denied, and emphasis placed on purported progress.

Undeniably, the EPFO has made significant strides in service delivery. However, these achievements should not serve as a veil to obscure the underlying software issues that impede further progress and the realization of the organization's full potential. To mitigate the impact of these limitations, field offices have resorted to extraordinary measures, including weekend and holiday operations, and extended working hours. These efforts are primarily focused on maximizing productivity during periods of reduced system load to expedite claim settlement. It is reasonable to speculate that the claim settlement process would be exponentially accelerated with a fully functional software system.

4. The EPFO has recently instituted Key Performance Indicators (KPIs) to objectively assess field-level performance. A paramount KPI is the percentage of claims settled within a ten-day timeframe. However, the current state of the software system has rendered it a formidable challenge for most large offices to process claims within even twenty days, rendering the ten-day KPI aspirationally unrealistic.

5. We respectfully urge your immediate attention to the escalating frustration experienced by EPFO officers and staff due to the persistent deficiencies of the application software and perceived unresponsiveness of upper management. A

comprehensive evaluation of the software by leading industry experts is imperative to diagnose the root causes of the issues and to develop a contemporary software solution commensurate with the EPFO's status as the world's largest social security organization. Open and transparent communication regarding the challenges and proposed solutions is essential to garnering stakeholder support. A continued denial of the problem will only exacerbate the situation and hinder remedial efforts.

6. Over the past thirty months, we have consistently brought to the attention of the CPFC the ongoing critical issues affecting the EPFO's IT infrastructure. This engagement was undertaken with the expectation of prompt remedial action. Unfortunately, our concerns have been met with a consistent lack of acknowledgment. There appears to be a prevailing perception that the system is functioning optimally, with any problems attributed solely to localized hardware or network challenges. The organization's performance in delivering member services, such as processing claims, is often cited as evidence of the system's efficacy. We respectfully contend that these achievements are attributable to the extraordinary efforts of EPFO staff and are not indicative of a robust IT environment. We implore your urgent intervention to address this pressing matter.

7. It is respectfully submitted that team EPFO has consistently demonstrated their ability to successfully undertake any assigned task. In particular, it played a pivotal role in fulfilling the government's commitments during the COVID-19 pandemic. To effectively articulate the critical issues outlined above, we formally request a brief appointment with you for a delegation of members from the EPF Officers' Association (EPFOA).

Thanking you.

Yours sincerely,



**[Saurabh Swami]**  
**Secretary-General**

Copy to:

1. Hon'ble Vice-Chairman, CBT, EPF/ Secretary, Ministry of Labour and Employment, Govt. of India
2. Central PF Commissioner, EPFO
3. All Hon'ble Members, CBT, EPF

} For kind information and necessary action