



EMPLOYEES' PROVIDENT FUND OFFICERS' ASSOCIATION
EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA
Regional Office, Sham Nagar, Near General Bus Stand, Ludhiana – 141001 (Punjab)

(Regn. No. 33/2015)

Phone: 0161-2440559, 9655565892
Fax: 0161-2402206
WhatsApp: EPF Officers' Association (9655565892)
PAN: AAAAE7689J

Email: epfooa@gmail.com
Web: www.epfoa.in
Facebook: Epfoa India
Twitter: @epfoaindia

PRESIDENT

Sh. Navendu Rai
Regional PF Commissioner-I

WORKING PRESIDENT

Sh. Manoranjan Kumar
Regional PF Commissioner –I

SECRETARY GENERAL

Sh. Saurabh Swami
Regional PF Commissioner -I

JOINT SECRETARY
GENERAL

Sh. Pankaj Verma
Regional PF
Commissioner -II

MEMBER,CENTRAL
EXECUTIVE

Sh. Mayank Raj
Regional PF
Commissioner -II

Sh. Avinash Sinha
Regional PF
Commissioner-II

Sh. Mukteshwar
Vyas, Assistant PF
Commissioner

TREASURER

Smt. Ritu Kanojia
Regional PF
Commissioner-II

December 19th, 2025

To,

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

**Subject: HLEM's advisory in review meeting dt.16.12.2025
- Urgent issues hampering effective delivery of
EPFO services including Pradhan Mantri Viksit
Bharat Rozgar Yojana (PM-VBRY) & Employees'
Enrolment Campaign (EEC), and request for
Immediate remedial measures**

Respected Sir,

We are thankful to your advisory in the review meeting dated 16-12-2025, calling upon field officers to highlight bottlenecks affecting service delivery in EPFO, particularly for PM-VBRY) and EEC, is greatly appreciated as it underscores the need for actionable interventions at the ground level. This representation responds directly to that advisory, drawing on operational realities in high-workload offices as submitted to you through EPF Officers' Association letter dated 03-11-2025, which documents the structural manpower crisis through irrefutable data. Without urgent redressal of staffing shortages, resource gaps, and data limitations, EPFO's capacity to implement these vital schemes remains severely compromised, risking delays in claims processing, enforcement lapses, and beneficiary grievances.

2. Critical Operational Bottlenecks

- i. **Divergent Growth Trends:** Between 2000 and 2024, EPFO's claims workload and contributions grew at a CAGR of 12% and 14% respectively, while sanctioned manpower rose by only 1%.
- ii. **Declining Personnel:** Actual manpower in position has decreased from 19,534 to 15,547, representing a -1% CAGR overall and a -2% CAGR for Group C staff.
- iii. **Impact on Priority Schemes:** This deficit severely compromises the implementation of the PM-Viksit Bharat Rozgar Yojana (PM-VBRY) and the Employees' Enrolment Campaign (EEC), which require intensive employer outreach and scrutiny that current staffing levels cannot sustain.
- iv. **Limitations of Recent Rationalisation:** Prior attempts to bifurcate large offices (such as those in Bengaluru and Delhi) have often resulted in splitting unmanageably large units into multiple understaffed ones without adding net manpower.

3. Impact on Service Delivery

- i. **PM-VBRY Delays:** High-workload ROs lack staff for verifying genuine additional employment, processing incentives, and resolving employer/employee queries.
- ii. **Core Services Strain:** Slower claim settlements, pension sanctions, and grievance redressal (e.g., via CPGRAMS), especially in Bengaluru-like hubs with >7.5 lakh members, due to data/resource shortages and stretched supervisory capacity.
- iii. **Overall Effect:** Negative CAGR in manpower-in-position against double-digit workload growth threatens EPFO's mandate under Code on Social Security 2020.

4. Proposed Immediate Solutions

- i. **Differential Staffing for Large Offices** - Kindly consider approving higher sanctioned norms for "big offices" (e.g., >7.5 lakh members): norms-based sanction of posts at annual intervals to ensure that manpower is commensurate to the task at hand, creating additional posts instead of bifurcation, to handle PM-VBRY/EEC like surges without diluting routine services.
- ii. **Workload-Based Manpower Redistribution** - This approach would rectify the shortcomings of prior bifurcations, where unmanageably large offices

were simply divided without proportional staff augmentation, resulting in multiple understaffed entities and exacerbated service delivery gaps. Such a time-bound exercise, completed within 30 days under your direct oversight, would enable swift redistribution of existing sanctioned posts from low-workload offices to high-pressure centres, including provisions for temporary diversions and zonal workload pools for flexible deployment of experienced personnel.

- iii. **Fast-Track Vacancy Filling & Interim Support** - To immediately address the acute shortfall in manpower across the EPFO, it is requested to launch an accelerated recruitment drive targeting all existing vacant sanctioned posts. This drive may be completed within a strict timeline of 90 days. Such prompt action is essential to bridge the widening gap between the sanctioned staff strength and the actual number of personnel in position.
 - iv. Simultaneously, kindly authorise temporary engagement of contractual or support staff. This support may include data entry operators, verification assistants, and grievance handlers, and should be specifically directed towards Regional Offices that are experiencing exceptionally high workloads. These areas are currently handling peak volumes in claims processing, pension sanctioning, verifications under the PM-VBRY and EEC.
 - v. This two-pronged approach, comprising both fast-tracked permanent recruitment and targeted interim staffing, will facilitate the establishment of dedicated PM-VBRY cells and EEC monitoring units within the highest workload hubs. As a result, these offices will be better equipped to ensure timely outreach to employers, conduct thorough scrutiny of additional employment, perform trust audits, and address grievances efficiently. Ultimately, this strategy will help restore and reinforce the supervisory capacity of the EPFO, which has been under sustained strain due to years of declining manpower compounded by rapid growth in service demand.
- 5. Suggestions specific to PMVBRY implementation** - It is understood that the "First Timers" count is presently not linked to establishment registration under PM-VBRY. The MIS report on First Timers/Rejoinees appears to be capturing figures only in respect of establishments that are registered/initiated under PM-VBRY. The "First Timers" report could be modified to ensure that establishments which do not presently figure in the list of PM-VBRY registered establishments are also included. This will enable Field Offices to focus on those establishments where First Timers are available, but which are yet to be registered on the PM-VBRY module. It is further suggested that all currently contributing establishments may be treated as deemed registered under PM-VBRY and that the accrued benefit under Part B may be displayed to them in the system. In case an establishment wishes to actually receive the accrued benefit, it may then be

required to complete PM-VBRY registration in accordance with the prescribed requirements as applicable at present.

The above approach is likely to yield the following advantages:

- i. Registration of contributing establishments under PM-VBRY would effectively reach 100%.
- ii. Visibility of the accrued Part B amount to establishments would act as a pull factor, encouraging them to complete the specified formalities.
- iii. Organisational performance reports would show improvement without any dilution of the stipulated eligibility or compliance parameters.

6. Cadre Restructuring with augmentation - We request you to expedite CR as per EPFOA recommendations, ensuring data-driven staff increases across Groups A/B/C, and promotional avenues to build supervisory depth for sustained growth.

These measures, implementable within existing frameworks, will enable effective PM-VBRY/EEC delivery and further augment service standards.

We earnestly request your personal intervention for time-bound approvals.

Yours faithfully,



[Saurabh Swami]
Secretary-General

Copy to:

1. Hon'ble Vice Chairperson, CBT, EPF/ Secretary, Ministry of Labour & Employment, Govt. of India
2. Central P.F. Commissioner, EPFO.