

# REQUEST FOR PROPOSAL

**Selection of Agency  
Quality and Cost Based Selection**



## **Employees' Provident Fund Organisation**

**Ministry of Labour and Employment,**

\_\_\_\_\_ Selection of Agency for: \_\_\_\_\_

**Conducting Study for Rationalisation of field offices and manpower  
requirement in EPFO.**

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**Issued on: 20.09.2022**



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# 1. Letter of Invitation

**HRD/46/2021/ActionPlan-HRD**

Dear Madam/Sir:

The Employees' Provident Fund Organisation (EPFO) is a statutory body under the Ministry of Labour & Employment (MoL&E), Government of India. It administers the Employees' Provident Funds & Miscellaneous Provisions Act, 1952 (Act) and the Schemes framed thereunder (Employees' Provident Funds Scheme 1952, Employees' Pension Scheme 1995, and Employees' Deposit Linked Insurance Scheme 1976) under the overall supervision of the Central Board of Trustees (CBT). CBT (Board) is a tripartite body having representatives from employer organisations, employee unions and Central & State Governments and is constituted by the Central Government under Section 5A of the Act. It has the responsibility to administer the Act and the three Schemes framed under the Act. The Union Minister for Labour & Employment, Government of India is the Chairman of the Board. The tenure of the Board is for five years.

2. EPFO intends to undertake a comprehensive rationalization of its offices and assess manpower requirements accordingly. For the same it intends to seek the expert services of Management/ Academic Institute having requisite expertise and experience in undertaking study of Organisations / entities preferably in the Government or Public Sector.

3. EPFO accordingly invites proposals for the following consulting services (hereinafter called "Services"):

**Work study to be conducted for Rationalization of Field Offices and Manpower Requirements in EPFO.**

4. This request for proposal (RFP) is being issued to the top 20 NIRF ranked Institutes in the category/ disciplines of Management, 2022. It is not permissible to transfer this invitation to any other firm.

5. An Agency/Institution will be selected under Quality-and Cost-Based Selection (QCBS) procedures as per the terms and conditions prescribed in the RFP.



6. This document constitutes no form of commitment on the part of the EPFO. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed selection process.

Yours sincerely,

The Additional Central Provident Fund Commissioner (HQ) HR  
Employees' Provident Fund Organisation,  
M/o Labour & Employment  
Bhavishya Nidhi Bhawan,  
14, Bhikaiji Cama Place,  
New Delhi - 110 066, India.



## 2. Critical Information

### 2.1 TIME LINES FOR SUBMISSION OF PROPOSAL

Sl. No.	Key Activities	Due date
1.	Issue of Request For Proposal (RFP)	20.09.2022, Tuesday
2.	Last date for submission of queries	23.09.2022, Friday
3.	Pre-bid conference	27.09.2022, 11.00 am (Tuesday)
4.	Last date for response to queries and issuance of addendum/corrigendum, if any required after Pre Bid Conference as decided in the same.	29.09.2022, Thursday
5.	Last date for receipt of bids	13.10.2022, Thursday
6.	Opening of Technical bids	14.10.2022, Friday
7.	Presentation before the Selection Committee by eligible applicants (called by EPFO).	17.10.2022, Monday
8.	Opening of Financial bids for shortlisted applicants.	19.10.2022, Wednesday
9.	Issuance of letters to selected Agency/ Institute after approval of the authority	After the approval of Authority
10.	Commencement of Study (Tentative date)	01.11.2022



## 2.2 Contact Details

### Contact Person for Query

1. The Additional Central Provident Fund Commissioner (HQ) HR  
Employees' Provident Fund Organisation,  
M/o Labour & Employment  
Bhavishya Nidhi Bhawan,  
14, Bhikaiji Cama Place,  
New Delhi - 110 066, India.  
acc.hq.hr@epfindia.gov.in  
Ph. No: 011 26186512

2. The Additional Central Provident Fund Commissioner HR  
Employees' Provident Fund Organisation,  
M/o Labour & Employment  
Bhavishya Nidhi Bhawan,  
14, Bhikaiji Cama Place,  
New Delhi - 110 066, India.  
Ph. No: 011 26184717

### Address for Proposal Submission

1. The Additional Central Provident Fund Commissioner (HQ) HR  
Employees' Provident Fund Organisation,  
M/o Labour & Employment  
Bhavishya Nidhi Bhawan,  
14, Bhikaiji Cama Place,  
New Delhi - 110 066, India.  
acc.hq.hr@epfindia.gov.in  
Ph. No: 011 26186512



### 3. Introduction to EPFO

- i. The mandate, vision and mission of EPFO are enclosed as **Annexure I**.
- ii. The Employees' Provident Fund Organisation (EPFO) has an all India presence with its offices spread across all the States. The details of the offices and their locations are enclosed as **Annexure II** which in brief are as under:
  - 21 Zonal Offices
  - 138 Regional offices
  - 114 District Offices
  - 5 Special State Offices
  - 1 National Training Institute
  - 5 Zonal Training Institutes
- iii. EPFO is one of the largest Social Security Organizations in the world with the following statistics:
  - 6.70 crore contributory members of 6.90 lakh establishments across India
  - 4.58 crore claims were processed in 2020-21: 14% of which were "auto-processed"
  - Serves 71 lakh pensioners
  - Ensure compliance of the provisions of the EPF & MP Act, 1952 and Scheme framed there under:
    - a. The Employees' Provident Funds Scheme, 1952 (EPFS)
    - b. The Employees' Pension Scheme, 1995 (EPS)
    - c. The Employees' Deposit Linked Insurance Scheme, 1976 (EDLI)
    - d. Other schemes introduced by the Government of India from time to time whose implementation is mandated to EPFO.
- iv. The above services are provided by a workforce consisting of around 24,000 staff sanctioned in EPFO. The detailed post-wise sanctioned strength and in position strength for Group A, Group B and Group C Officers/Staff as on 31.03.2021 is enclosed as **Annexure III**. The overall sanction and in position is as under:



	<b>Sanctioned</b>	<b>In- position</b>	<b>Vacancy</b>	<b>Percentage Vacancy</b>
<b>Group A</b>	1467	798	669	45.6%
<b>Group B</b>	7693	4175	3518	45.7%
<b>Group C</b>	14913	9511	5402	36.2%
<b>Total</b>	<b>24073</b>	<b>14484</b>	<b>9589</b>	<b>39.8%</b>

- v. Statutorily the job definitions and pay etc mirror those available in Central Government. However, a "departure" from these rules binding EPFO to Central Government can be introduced with due approval.
- vi. EPFO handles functional areas of Accounting, Pensions, Compliance management, Grievance handling, Legal et-al. EPFO has an in-house training set up also which also collaborates with other Training Institutes. There are associated administrative functions for supporting these core areas. The EPFO work processes are poised for a substantive change, in step with tremendous changes in technology. The EPF Organisation stands at a very unique place in public services. The basic structure of EPFO and the functional areas are enclosed as **Annexure IV**.

#### **4. Background for RFP**

- EPFO has made a number of changes over the years, more so in the recent past. There is a huge difference in the basic approach EPFO had towards the stakeholders. EPFO has become more of a proactive Organisation than a reactive one. Time lines are being cut short. EPFO is moving more from forceful compliance to voluntary compliance. A lot of functions have been centralized and computerized like auto settlement of claims. Man power is proposed to be utilized more in areas where personal interaction is required. Hence better utilization of work force has become the need of the hour. These main changes require a rationalization of work force and thereby increasing operating efficiency of EPFO.
- Also, EPFO is now having an international presence. It is one of the organizations which provide social security benefits to International Workers as India has signed bilateral Social Security Agreement with 20 countries (out of which 19 have already entered into effect) with



a view to protect the rights of migrant workers. It exempts Indian workers from mandatory social security contribution in the country of their posting.

- EPFO of future will be fully technologically governed. Over the years, a large number of initiatives have been undertaken to usher in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. E-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. The Organisational structure, the re-deployment and disposition of manpower, the career paths and requirements of officers and staff etc needs to be taken up as a comprehensive proposal for adoption so that the human resource component as well as the organizational structure across the country is prepared to absorb and exploit effectively the technology being envisaged.
- Also, in this changing world, the expectation of stakeholders is also changing. The stakeholders in the EPFO can mainly be divided in three categories: (i) Employees or subscribers of the EPFO; (ii) establishments (iii) pensioners. The establishments can be further divided into two categories : (i) Exempted establishments and (ii) unexempted establishments. Besides the above categories, EPFO has to deal with various other important stakeholders, such as members of Central Board, the Ministry of Labour & Employment, other Ministries & departments, State Governments, Parliament & Parliamentary Committees etc. The various trade unions of employees and associations of employers are also part of important stakeholders for EPFO. All these stakeholders have different requirements and want their work to be as smooth as possible. A good Organisation needs to change as per the expectation of the stakeholders. Therefore there is always need for organizational restructuring.
- Also, the Organisational restructuring is connected with the aspirants of the employees working in the Organisation. Though the main objective of these employees should be to meet the expectations of the stakeholders but as normal human beings, they are concerned with their progress, their pay-scales, their promotions etc. Any good Organisation must be able to



take care of them and their aspirations as it is only through them, the services will be provided.

- Organizational restructuring of EPFO has been done in the past also. Earlier, for organisational re-designing and review of HR policy, roles, responsibilities and cadre structure a consultancy contract had been awarded to an expert Agency. Further another Cadre Restructuring was conducted in the year 2016 by EPFO in which the basic structure of the Organization and various departments in EPFO has been changed. As 5 years have already elapsed since the last Cadre Restructuring and there has been massive changes in the Social Security scenario in India. This has led to huge demand and expectations from the stakeholders as well as from EPFO within. The only way these demands and expectations can be met are through a comprehensive Cadre restructuring which can be achieved through Rationalisation of field Offices and Manpower requirement.



## 5. Terms of Reference – Scope of Study

### SCOPE OF STUDY

Identify and define each unique role in the EPFO Organogram. Study and define deliverables for each role.

For each role Identify Key Tasks & Time Taken per task (TIME ON TASK STUDY) based on the current systems and procedure

Assess the work Force Distribution on “As -IS Where -IS” Basis across different Sections (Tasks & Roles) identified above and suggest Reorgansation of the Offices for better and efficient Management using Technical and Mathematical Tools.

Suggest technical change and Key Business Process Changes that will eliminate redundancy to reduce workload.

Suggest New Roles / Load Factor, number for future workforce taking into account the proposed changes already under process in EPFO functioning so far as IT Systems and automation is concerned



## 6. Timelines for Completion of Study & Key Deliverables

### 6.1 BASIC TIME LINES FOR STUDY COMPLETION

Month 1	<ul style="list-style-type: none"><li>• Assess/ study of existing processes</li></ul>
Month 2	<ul style="list-style-type: none"><li>• Study of roles &amp; Time on Task</li></ul>
Month 3	<ul style="list-style-type: none"><li>• Data Analysis &amp; New Pathways</li></ul>
Month 4	<ul style="list-style-type: none"><li>• New processes proposed</li></ul>
Month 5	<ul style="list-style-type: none"><li>• Discussion with EPFO</li></ul>
Month 6	<ul style="list-style-type: none"><li>• Submission of Final Report</li></ul>



## 7. Guidelines for Submittal of Proposal

Agencies/ Institutions are invited to submit a proposal, duly signed by the Authorised Signatory, as per the details given in this document (with a forwarding letter as per RFP Form 1). The proposal should be in two parts: Part A – Technical; Part B – Financial, on A-4 sized pages. The Agency/ Institution may also be required to give a presentation to the Selection Committee as and when called upon to do so. The proposal should include the following:

**7.2 Part A: Technical:** The technical proposal as per requirement of the criterion specified in the RFP is to be submitted in a separate envelope named ENVELOP ‘A’ and titled “Technical Proposal for hiring of an agency/firm to Conduct Study for Rationalisation of field offices and manpower requirement in EPFO.” The technical proposal should include:

- 7.2.1 Basic Background details of the Agency/ Institution.
- 7.2.2 Proposed methodology and approach for carrying out this work outlining a clear conceptual and analytical framework for the activities.
- 7.2.3 CVs of team members (group wise) including their roles in the project
- 7.2.4 The Agency / Institution is required to submit a “Bid Securing Declaration” in the prescribed format placed at RFP form 8 accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for proposals(RFP) document, they will be suspended for the period of time specified in the request for proposals document from being eligible to submit Bids/Proposals for contracts with the Procuring Entity
- 7.2.5 Names and contact information for references of the three most recent and relevant projects.

**7.3 Basic background details as per 7.2.1 to include the following:**

- 7.3.1 Background of the Agency/ Institution.
- 7.3.2 Background information about the expertise of the Agency/ Institution that includes an interpretation and understanding of the scope of work of this study.
- 7.3.3 Suitability of the Agency/ Institution for carrying out this study



## **7.4 Proposed Methodology as per 7.2.2 should include the month wise break up of Activity/ Key deliverables**

### **7.4.1 Month 1- Assess/ study of existing processes**

- The proposal should include the detailed methodology to be followed and a comprehensive work-plan for the assignment for study of existing processes.
- The number of man-hours/ man days/ workforce proposed to be utilized for the said task to be included in the report.
- Name and brief background of the Agency/ Institute, including existing experience in the Government or Public Sector and expertise that will be of benefit to the proposed assignment;
- The details of field visits proposed, if any
- Logical steps in conducting the assignment

### **7.4.2 Month 2- Study of roles & Time on Task**

- The proposal should include the detailed methodology to be followed and a comprehensive work-plan for the task.
- The number of man-hours/ man days/ workforce proposed to be utilized for the said task to be included in the report.
- The details of field visits proposed, if any.
- Logical steps in conducting the assignment

### **7.4.3 Month 3- Data Analysis & New Pathways**

- Mathematical Models, if any proposed to be used
- Standard IT Tools/ Specialized IT Tools proposed to be used
- Logical steps in conducting the assignment
- Function/ Work Area wise proposed new pathways

**7.5 Part B: Financial:** The financial proposal is to be submitted in a separate sealed envelope named ENVELOP 'B' and titled "Financial Proposal for hiring of an agency/firm to "Conduct of Work study for Rationalisation of field offices and manpower requirement in EPFO."

7.5.1 It should be developed in a transparent manner and contain estimation of costs as per major expense categories including all the taxes, except the GST, if any. For the avoidance of



- doubt, it is clarified that all taxes excluding GST shall be deemed to be included in the cost of service. Further, all payment shall be subjected to deduction of taxes at source as per applicable laws.
- 7.5.2 Agencies /firms shall submit quotations clearly indicating the Cost of services in both figure and words, in INR.
- 7.5.3 In the event of any difference between figures and words in quotation, the amount indicated in words will be taken in account. In the event of difference between the arithmetic total and the total shown in the financial proposal, the lower of the two shall be taken into account.
- 7.5.4 All the cost associated with the assignment shall be included in the financial proposal.
- 7.5.5 Financial Bid should include total lump sum cost as well as per man hour cost for conducting the study & total man-hours required.
- 7.5.6 Financial bid should clearly specify the components of Cost which should exclude 'Actuals'. Eg: Travel, Stay etc of the manpower during the study and should be restricted to Professional Charges plus applicable Government levies.
- 7.5.7 The total amount indicated in the financial proposal shall be without any condition attached or subjected to any assumption and shall be final and binding. In case any assumption or condition is indicated in the financial proposal, the tentative costing on the parameters of the conditions/ assumptions should also be specified to arrive at the total financial cost of the proposal, if so required.
- 7.5.8 The Financial offer in respect of the above assignment must be valid for six months period from the date of opening of the financial offer. Bidders should express the price of their services in Indian currency only. Format for financial proposal is enclosed
- 7.5.9 ENVELOPE-B will be opened only for bidders who have been found successful after evaluation in terms of the outlined criteria, meeting a minimum technical score on the information furnished in ENVELOPE-A.
- 7.5.10 Financial quote of the Agency/ Institution which is technically qualified i.e, obtains minimum 70 Marks will be opened. The one with the highest score on QCBS basis will be eligible for selection.
- 7.5.11 On the basis of consolidated score for quality and cost, the consultant shall be ranked in terms of total score obtained. The bid obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser



marks as H2, H3, etc. The firm securing the highest combined marks will be considered for award of the contract.

7.5.12 The decision of the Competent Authority on the recommendations of the Selection Committee will be final.

## 8. Selection Process

A Selection Committee will evaluate the above proposals (technical and financial) and shortlist & recommend the agency based on the 'Criteria of Selection' as specified for this purpose. However, EPFO reserves the right, at any time and without advance notice, to change the procedure for the selection.

8.1 Method of Selection- Selection shall be "Quality Cost Based Selection (QCBS)." Weightage for Quality shall be 70% and for Cost shall be 30%.

8.2 Criteria for Selection.

- 8.2.1 Current Ranking of the Agency/ Institution in the "National Institutional Ranking Framework (NIRF)" of Ministry of Education, Government of India.
- 8.2.2 Past experience of carrying out the similar assignment.
- 8.2.3 Prior experience with working on similar projects, preferably in the Govt. Departments/ Govt. PSUs. etc.
- 8.2.4 Presentation before the Selection Committee
- 8.2.5 Approach to the Scope of Study and detailed specification on proposed timelines.
- 8.2.6 Methodology- Details provided regarding the methodology proposed to be adopted for carrying out the scope of study.
- 8.2.7 Manpower deployment & Man Days for completing the work & total man-hours required.
- 8.2.8 Per man-hour cost for conducting the study.
- 8.2.9 Overall cost for conducting the Study.

8.3 The separate sealed envelopes containing technical and financial proposals to be submitted to:

The Additional Central Provident Fund Commissioner (HQ) HR  
Employees' Provident Fund Organisation,  
M/o Labour & Employment



Bhavishya Nidhi Bhawan,  
14, Bhikaiji Cama Place,  
New Delhi - 110 066, India.  
Email ID: [acc.hq.hr@epfindia.gov.in](mailto:acc.hq.hr@epfindia.gov.in)

8.4 Preliminary Scrutiny (Consideration of responsiveness) - Preliminary scrutiny of the proposal will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Proposals not conforming to such preliminary requirements may be prima facie rejected.

8.5 Bid Evaluation Methodology - The following is the Bid process/ evaluation methodology that will be adopted by EPFO:

- 8.5.1 Alternate bids will not be allowed.
- 8.5.2 It will be a two bid process- Technical & Financial
- 8.5.3 All the applicants, whose bids are found to be eligible in technical evaluation, shall be considered for financial evaluation.
- 8.5.4 The agencies will be qualified as technically responsive based on meeting the qualification criterion mentioned in the RFP.
- 8.5.5 The financial bids of those agencies found to be technically responsive will be opened and the work will be awarded based on the QCBS Score.

8.6 Qualification Criteria of Individual Agencies /Firms and Consortium of Agencies / Firms (Documentary proof to be provided against each criteria). The agencies / Institutes being considered for the above work must fulfill the following criteria:

- 8.6.1 Should be an Agency / Institution in top 20 NIRF ranked Institutes in the category/ disciplines of Management, 2022 India.
- 8.6.2 Should have experience of at least 3 projects in carrying out similar studies and study of Departments / Organizations / PSUs of Government of India.
- 8.6.3 Should have adequate capability to deploy adequate personnel, if required deploy more personnel in order to complete the given assignment within the stipulated time period.





	EPFO) in India similar in context of the scope of this RFP	More than 6 projects	20	
3.	Qualification, experience & competence of the proposed team, in context with the RFP.	Minimum 5 years of experience in the area of work and Organizational Study	5	10
		More than 8 years experience in the area of work and Organizational Study	10	
		Experience in Departments/ Organisations of Government of India.	10	10
4.	Methodology, Work Plan & Understanding of Scope of Work	Clarity & understanding of Scope of Work	Max 10 marks	30
		Approach & Methodology Proposed (Qualitative)	Max 5 marks	
		Work Plan (Qualitative)	Max 5 marks	
		Timeline (Qualitative)	Max 10 marks	
5.	Presentation before Selection Committee (Presentation shall be limited to a maximum of 20 minutes)		Max 10 marks	10
	<b>Total</b>			<b>100</b>
Financial :	<ul style="list-style-type: none"> <li>Financial bids will be allotted a weightage of 30%.</li> <li><math>F.S = 100 * L_1/F.C</math>, in which F.S is the financial score, <math>L_1</math> is the lowest amount quoted and F.C is the price quoted by Agency/Institution whose proposal is under consideration.</li> </ul>			100
Consolidated Score	<ul style="list-style-type: none"> <li>The consolidated score shall be obtained by weighing the quality and cost scores and adding them up.</li> <li>Consolidated score = Technical score * 0.70 + Financial score * 0.30</li> </ul>			

Note: However, EPFO in its sole/absolute discretion can modify the criteria deemed appropriate in determining the responsiveness of the Proposals submitted by the respondents.



## **9. Miscellaneous**

### **9.1 Cost of RFP**

The agency / Institutions shall bear all costs associated with the preparation and submission of its RFP, including cost of presentation for the purposes of clarification of the bid, if so desired by the EPFO. EPFO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the qualifying process. EPFO reserves the right to cancel the RFP and is not liable for any outcome due to the action taken.

### **9.2 Contents of the RFP**

The Agency / Institutions are expected to examine all instructions, forms, terms & conditions and Statement of Work in the RFP documents. Failure to furnish all information required for submission of the bid documents not substantially responsive to the RFP in every respect will be at the Agency's / Institution's risk and may result in the rejection of the RFP.

### **9.3 Miscellaneous**

#### **9.3.1 Performance Security**

Upon receipt of the work order from EPFO, the successful agency/firm shall furnish the Performance Security in the Demand Draft. The value of Performance Security would be 3% of the total contract value. The Performance Security would be valid till the completion of the assignment or any such extended period as decided by EPFO.

#### **9.3.2 Authorized Signatory (Agencies / Institutions)**

The "Authorized Signatory" as used in the RFP shall mean the one who has signed the RFP document forms. The authorized signatory should be the duly Authorized Representative of the agencies / Institutions, for which a certificate of authority will be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized signatory. The power of authorization or any other document consisting of adequate proof of the ability of the signatory to bind the agency / Institutions shall be annexed to the bid. EPFO may reject outright any proposal not supported by adequate proof of the signatory's authority.

#### **9.3.3 Power of Attorney**



Registered Power of Attorney executed by the agencies / firms in favor of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP. EPFO shall not be responsible for non-receipt / non-delivery of the RFP due to any reason whatsoever. The agencies / firms are advised to study the RFP document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

#### **9.3.4 Contact details of the Agencies / firms**

The agencies / firms who want to receive EPFO response to queries should give their contact details to EPFO. The agencies / firms should send their contact details in writing at the EPFO contact address given in this RFP.

#### **9.3.5 Amendment of RFP**

At any time prior to the last date for receipt of bids, EPFO, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective agencies / Institutions, modify the RFP Document by an amendment. In order to provide prospective agencies / Institutions reasonable time in which to take the amendment into account in preparing their bids, EPFO may, at their discretion, extend the last date for the receipt of bids and/or make other changes in the requirements set out in the RFP.

#### **9.3.6 Documents Comprising the RFP**

The proposal prepared by the agencies/ Institutions shall comprise the following components:

- Proof of registration / incorporation in India.
- Correspondence Details.
- Technical Proposal, as per qualification criterion provided in the RFP.
- Financial Proposal.

#### **9.3.7 Force Majeure**

Shall mean and be limited to the following:

- War/hostilities
- Riot or Civil commotion
- Earthquake, flood, tempest, lightening or other natural physical disaster.



- Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the Contract by Consultant.

In the event of any force majeure cause, agency or the EPFO shall not be liable for delays in performing their obligations under this order and the completion dates may be extended, for a period not exceeding the period of delay attributable to the causes of Force Majeure. Neither EPFO nor agency shall be liable to pay extra costs provided it is mutually established that Force Majeure Conditions did actually exist.

The agency shall at all times, Indemnify and keep indemnified, the EPFO and its officer's servants and agents, from and against all/any claims whatsoever, arising as a consequence of, or in the course of execution of the work (including but not limited to property loss and damage, personal accident, injury or death of or to property or person, of the agency /Institution.

### **9.3.8 Termination of the Bid**

The EPFO reserves the right to reject any or all proposals or cancel/withdraw the RFP without assigning any reason whatsoever, and in such case no intending applicant shall have any claim arising out of such action. At any time prior to the deadline for submission of proposals, the EPFO may modify, for any reason deemed necessary, the RFP by amendment notified on EPFO website ([www.epfindia.gov.in](http://www.epfindia.gov.in) /[www.epfindia.com](http://www.epfindia.com))and such amendments shall be binding on intending applicants.

### **9.3.9 Conflict of Interest**

The agency / Institution who is selected for the work will have to maintain the confidentiality of the information compiled. In no case the agencies / Institutions would be allowed to use the data or share the information with anyone else, except for the EPFO. EPFO shall hold the copyrights over any of the data collected or compiled during the course of the awards.

### **9.3.10 Language of Bids**

The bids prepared by the agencies / Institutions and all correspondence and documents relating to the bids exchanged by the agencies / Institutions and the Purchaser, shall be written in the English language, provided that any printed literature furnished by the agencies / Institutions may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.



### **9.3.11 Confidentiality**

EPFO require that recipients of this document to maintain its contents in the same confidence as their own confidential information and refrain from any public disclosure whatsoever.

### **9.3.12 Disclaimer**

- a. EPFO and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of EPFO and/or any of its officers, employees.
- b. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purpose of furnishing a proposal for selection of Agency/Institute for conducting study for Rationalisation of field offices and manpower requirement in EPFO. It does not purport to be all inclusive or contain all the information regarding this issue. No representation or warranty, expressed or implied, will be made as to the reliability, accuracy or the completeness of any of the information contained herein.
- c. While this document has been prepared in good faith, neither the EPFO nor any of its officers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by the EPFO and any of its officers, even if any loss or damage is caused by an act or omission on the part of the EPFO or any of its officers, or employee, or consultant whether negligent or otherwise.
- d. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of EPFO. EPFO and any of its respective officers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent.



### **9.3.13 Terms Of Payment**

The payment shall be made by EPFO based on mutually agreed terms and conditions which shall be finalized with the Agency/Institutions who is awarded the work and shall be within the laid down rule provisions of Govt. of India

### **9.3.14 Penalty Clause**

Delay at any stage in execution of the contract due to reasons solely attributed to successful agency/Institution /bidder beyond the time schedule as agreed or any extension thereof granted by the EPFO shall attract penalty at the rate of 1% of the total contract value per week of delay subject to maximum of 10% of the total contract value.

### **9.3.15 Termination Of Contract**

EPFO shall have the right to terminate the contract of the agency at any time during the tenure of the work, if the performance of the agency is found to be unsatisfactory or violation of any clause of the RFP pertaining to execution of the work. For termination of the contract, EPFO shall provide the agency a notice of minimum of 15 days, to allow the agency to clarify its position of unsatisfactory performance observed by EPFO. If the clarification provided by the agency is not up to the satisfaction of the competent authority of EPFO, the contract of the agency will be terminated. EPFO shall be indemnified from any claims that may be made by the Agency/Institute due to termination of the Contract.

### **9.3.16 RFP Forms**

The proposal is to be submitted in the following format along with the necessary documents as listed. The proposal shall be liable for rejection in the absence of requisite supporting documents.



**RFP Form 1: RFP Letter Proforma**

To  
The Additional Central Provident Fund Commissioner (HQ) HR  
Employees' Provident Fund Organisation,  
M/o Labour & Employment  
Bhavishya Nidhi Bhawan,  
14, Bhikaiji Cama Place,  
New Delhi - 110 066, India.

Sub: Request for Proposal for "Work study to be conducted for Rationalization of Field Offices and Manpower Requirements in EPFO."

Sir/ Madam,

The undersigned is the authorized signatory of the (Name of Agency/Institution) having read and examined in detail the complete RFP document in respect of Request for Proposal for Work study to be conducted for Rationalization of Field Offices and Manpower Requirements in EPFO, do hereby express their interest to provide consultancy services as specified in the scope of work.

Thanking you.

Yours faithfully

Authorized Signatory

Name and Title of Signatory

Name of the Firm

Seal



### Correspondence Details

Our correspondence details are:

1.	Name of the Agency / Institution	
2.	Address of the Agency / Institution	
3.	Name of the contact person to whom all references shall be made regarding this Bid	
4.	Designation of the person to whom all references shall be made regarding this Bid	
5.	Address of the person to whom all references shall be made regarding this Bid	
6.	Telephone (with STD code)	
7.	E-Mail of the contact person	
8.	Mobile No. of the contact person	

### Document forming part of RFP

We have enclosed the following:

- (1) RFP Form 2: Eligibility and Other details
- (2) RFP Form 3: Prior Experience
- (3) RFP Form 4: Approach and Methodology
- (4) RFP Form 5: Proposed Work Plan including the timelines with excel based chart
- (5) RFP Form 6: Resumes of the members in the proposed team (group wise).
- (6) RFP Form 7: Declaration Letter.
- (7) RFP Form 8 : Bid securing Declaration
- (8) Registered Power of Attorney executed by the agency in favour of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP. (Agency/firm shall mention the groups clearly over the respective enclosure of the technical proposal)



We hereby declare that our Proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully

(Signature of the Authorised Representative)

Name :

Designation :

Seal :

Date :

Place :

Business Address:

Witness:

Signature

Name

Address

Date

Signature

Name

Designation

Company

Date



### RFP Form 2: Eligibility and Other Details

1.	Name of Agency/ Institute	
2.	Year and Place of Registration/Incorporation	
3.	Prior experience in the field of work and organizational study.	Yes OR No
	If, Yes Number of Projects done in the field of mapping of study.	
	If, No Number of Projects done in Policies of Central and State Government.	
4.	Total Number of years of work experience in the field of Rationalisation of organisations.	
5.	NIRF Ranking of the Agency/ Institute	
6.	Any other essential information, considered relevant.	

\* Enclose a copy of Registration document

Witness:

Signature

Name

Address

Date

Consultant:

Signature

Name

Designation

Company

Date

**RFP Form 3: Prior Experience**

[Please indicate the experience in the field of Engagement of Consultant for similar type of Work Study or any other policy related projects of Central / State Government / PSUs etc. in the format provided below, mention the details of the assignments directly related to the relevant field. Firms having larger experience must furnish the details of all other similar assignments separately in the same format as provided below. Kindly Note, the agency/firm shall mention the details of assignments done during last 7 years only.

1.	Name of Agency/ Institution	
2.	Assignment/Job name	
3.	Nature of Assignment	
4.	Description of Project	
5.	Approx. value of the contract (in INR)	
6.	Country	
7.	Location within country	
8.	Duration of Assignment/Job (months)	
9.	Name of Employer	
10.	Address and contact details	
11.	Total No of staff-months of the Assignment/job	
12.	Approx. value of the Assignment/job provided by your firm under the contract (in INR)	
13.	Start date (month/year)	
14.	Completion date (month/year)	
15.	Total duration (months)	
16.	Name of senior professional staff of your firm involved and functions performed. Description of actual Assignment/job provided by your staff within the Assignment/job	

Note: Please attach Letter of Intent or certificate of successful completion for each project, from the respective Client(s).



Witness:

Signature

Name

Address

Date

Consultant:

Signature

Name

Designation

Company

Date



**RFP Form 4:**

Proposed Methodology and approach to achieve the objective i.e, Conducting Study for Rationalisation of field offices and manpower requirement in EPFO as per scope of study given in RFP. To be submitted as a word document as a part of the technical bid.

**RFP Form 5:**

Proposed Work Plan including the timelines with excel based chart. The work plan shall be task specific. However, the agency shall include a description on duration of activities which shall be indicated in detail.

**RFP Form 6:**

Resumes of the members in the proposed team. Submit full resumes of the project leader and members of the team proposed for the assignment, including contact information as per the following format (in max. 2 pages).

1) Name:

2) Complete Contact Information:

3) Proposed Position:

4) Educational Qualification:

5) Employment Record:

6) Relevant Work Experience / Work Undertaken that best illustrates capability to handle the proposed task:

7) Certification / Signature:



### **RFP Form 7: Declaration Letter**

Declaration Letter on official letter head stating the following:

We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract

We are not black-listed by any Central / State Government / Public Sector Undertaking in India

Witness:

Consultant:

Signature

Signature

Name

Name

Address

Designation

Company

Date

Date



### **RFP Form 8: Bid Securing Declaration**

Bid Securing Declaration on official letter head stating the following:

We hereby accept that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the request for proposals(RFP) document, we will be suspended for the period of time specified in the request for proposals document from being eligible to submit Bids/Proposals for contracts with the Procuring Entity.

Witness:

Signature

Name

Address

Date

Consultant:

Signature

Name

Designation

Company

Date



### RFP Form 9: Format for Financial Proposal

[Location, Date]

FROM: (Name of Institution)

TO: (Name and Address of Client)

**Subject: Financial proposal for “Work study to be conducted for Rationalization of Field Offices and Manpower Requirements in EPFO.”**

I / We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal dated [Date], with our Technical and Financial Proposals.

The financial proposal shall take into account all expenses and tax liabilities associated in execution of the deliverables as per the RFP except the GST. GST, if any, will be applicable as per prevailing rates.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

Total Financial Cost:

Total cost excluding of GST as per scope of work (in words)	Total cost excluding of GST as per scope of work (in figures)

Breakup of Financial Cost :

Sl. No	Cost Head	Amount	Remarks



Other Terms & Conditions :

Note:

1. Quoted prices should exclude 'Actuals' example- travel and logistic expenses etc. GST as applicable shall be payable extra.
2. The prices shall remain FIRM till completion of the project.
3. The bidder shall submit PAN and GST Registration Certificate in support of claim of GST.
4. If there is a discrepancy between words and figures, the amount written in words will prevail.
5. The offered prices should be firm and no request for variation of prices shall be entertained till completion of the project.

We confirm that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of the Firm:

Seal:



**Annexure I**

**OUR MANDATE - CITIZEN’S CHARTER**

The indicative performance and service delivery parameters are laid out in the Citizen’s Charter, which is a document enlisting the organisation’s commitment to stakeholders to meet their expectations of service standards, and a declaration of timely, accessible, affordable, equitable, seamless and sensitive delivery of services.

**VISION**

An innovation driven social security organisation aiming to extend universal coverage and ensuring Nirbadh (seamless and uninterrupted) service delivery to its stakeholders through state-of-the-art technology.

**MISSION**

- To meet the evolving needs of comprehensive social security in a transparent, contactless, faceless and paperless manner.
- To ensure Nirbadh services with multi-locational and auto claim settlement process for disaster proofing EPFO.
- To ensure ease of living for members and pensioners, and ease of doing business for employers by leveraging Government of India’s technology platforms for reaching out to millions.

**SERVICE STANDARDS**

<b>Sr. No.</b>	<b>STANDARDS*</b>	
1.	Settlement of form-19 (PF– withdrawal) final	7 working days
2.	Settlement of form 31 (PF–Pandemic advance)	3 working days
3.	Settlement of form 31 (PF–Illness advance)	3 working days
4.	Settlement of form 31 (PF–Part withdrawal)	7 working days
5.	Settlement of form 13 (PF-transfer)	7 working days



6.	Settlement of form 20 (PF-Withdrawal by nominee)	3 working days
7.	Settlement of form 10 D (Pension-monthly pension)	7 working days
8.	Settlement of form 10C(Pension-withdrawal/Scheme Certificate)	7 working days
9.	Settlement of form 5 IF (Insurance-payment to nominee)	3 working days
10.	Redressal of grievances	7 working days
11.	Issue of certificate of coverage	3 working days

\*EPFO aims to achieve the above aspirational standards which are superior than the mandatory standards of service.

- The service standards mentioned in the three Schemes under the EPF & MP Act, 1952 will be applicable to EPFO stakeholders, namely, the employees, employers and pensioners.
- EPFO is now disaster proof and therefore it promises to maintain the service standards even during times of disasters owing to floods, earthquakes, epidemics etc in any part of the country.



**Annexure II**

<b>LIST OF ZONAL OFFICES, REGIONAL, DISTRICT OFFICES, SPECIAL STATE OFFICES AND SERVICE CENTRES IN EPFO</b>						
<b>Sl. No</b>	<b>Zonal Office Headed by ACC / ACC (HQ)</b>	<b>Regional Office Headed by RPF- I</b>	<b>Regional Office Headed by RPF-II</b>	<b>District Office Headed By APFC</b>	<b>Special State Offices</b>	<b>Service Centres</b>
1.	<b>ANDHRA PRADESH</b> (Vijayawada)	Guntur		Ongole Vijayawada		
		Kadapa		Anantapur Kurnool Nellore Tirupati		
		Rajahmundry		Bhimavaram Eluru Kakinada		
		Visakhapatnam		Srikakulam Vizianagaram		
2.	<b>TELANGANA</b> (Hyderabad)	Hyderabad - I (Barkatpura)				
		Hyderabad - II (Madhapur)				
		Kukatpally				
		Patancheru				
		Nizamabad				
			Karimnagar	Nirmal (Adilabad)		
			Siddipet			
	Warangal	Khammam		Nalgonda		
3.	<b>BENGALURU</b> (Bengaluru)	Bengaluru -I (Central)				
		Bengaluru -II (Malleswaram)				
		Bommasandra - I (Electronic City)				
		Bommasandra - I (Koramangala)				
		K R Puram		Kolar		
		Peenya				
		RR Nagar				
			Tumkur			
	Yelahanka					
4.	<b>KARNATAKA (OTHER THAN BENGALURU) &amp; GOA</b> (Hubli)	Goa				Margao
		Hubli		Belagavi Karwar		
		Mangalore				
		Mysore		Madikeri (Kodagu) Mandya		
			Bellary			
			Chikamagalur	Hassan		



**LIST OF ZONAL OFFICES, REGIONAL, DISTRICT OFFICES, SPECIAL STATE OFFICES AND SERVICE CENTRES IN EPFO**

Sl. No	Zonal Office Headed by ACC / ACC (HQ)	Regional Office Headed by RPF- I	Regional Office Headed by RPF-II	District Office Headed By APFC	Special State Offices	Service Centres
			Gulbarga	Bijapur Bidar		
			Raichur	Bagalkot		
			Shimoga	Davanagere		
			Udupi			
5.	<b>BIHAR &amp; JHARKHAND</b> (Patna)	Jamshedpur		West Singhbhum (Chaibasa)		
		Patna		Gaya Rohtas		
		Ranchi		Bokaro Deoghar Dhanbad Giridih Koderma Sahibganj		
			Bhagalpur	Katihar Munger		
			Muzaffarpur	Darbhanga		
6.	<b>CHENNAI &amp; PUDUCHERRY</b> (Chennai)	Ambattur				
		Chennai - I (North)				
		Chennai - II (South)				
		Tamparam				
		Vellore				
			Puducherry			
7.	<b>TAMIL NADU (EXCLUDING CHENNAI)</b> (Coimbatore)	Coimbatore		Coonoor Ooty Pollachi Tiruppur		
		Madurai		Dindigul Sivakasi		
		Salem		Erode Krishnagiri		
		Tirunelveli		Thoothukudi		
		Trichy		Cuddalore Karur Kumbakonam Thanjavur		
			Nagercoil			
8.	<b>DELHI , UTTARAKHAND , J&amp;K and Ladakh (Delhi)</b>	Delhi East				
		Delhi West				
		Delhi Central				
		Delhi North				



**LIST OF ZONAL OFFICES, REGIONAL, DISTRICT OFFICES, SPECIAL STATE OFFICES AND SERVICE CENTRES IN EPFO**

Sl. No	Zonal Office Headed by ACC / ACC (HQ)	Regional Office Headed by RPF- I	Regional Office Headed by RPF-II	District Office Headed By APFC	Special State Offices	Service Centres
		Delhi South				
		Dehradun				Haridwar
		Haldwani				
		Jammu				
		Kashmir				
			Ladakh			
9.	<b>GUJARAT</b> (Ahmedabad)	Ahmedabad		Bhavnagar Mahesana Nadiad		
		Bharuch				
		Naroda		Himmat Nagar		
		Rajkot		Gandhidham Jamnagar Junagadh Surendranagar		
		Surat				
		Vadodara				
		Vapi				
			Vatwa			
10.	<b>HARYANA</b> (Faridabad)	Faridabad				
		Gurgaon - I (East)				
		Gurgaon - II (West)				
		Karnal		Ambala Panipat Sonipat Yamunanagar		
		Rohtak		Hisar		
11.	<b>KERALA &amp; LAKSHADWEEP</b> (Thiruvananthapuram)	Calicut		Kalpetta Palakkad		
		Cochin		Alappuzha Thrissur		
		Thiruvananthapuram				
			Kannur			
			Kollam			
			Kottayam	Munnar		
12.	<b>MADHYA PRADESH &amp; CHATTISGARH</b> (Bhopal)	Bhopal		Itarsi		
		Indore		Dhar Khandwa		
		Jabalpur		Chhindwara Satna		
		Raipur		Bilaspur		
			Gwalior			
			Sagar			



LIST OF ZONAL OFFICES, REGIONAL, DISTRICT OFFICES, SPECIAL STATE OFFICES AND SERVICE CENTRES IN EPFO						
Sl. No	Zonal Office Headed by ACC / ACC (HQ)	Regional Office Headed by RPFC- I	Regional Office Headed by RPFC-II	District Office Headed By APFC	Special State Offices	Service Centres
			Ujjain	Ratlam		
13.	<b>MUMBAI-1</b> (Bandra)	Bandra I (Bandra)				
		Bandra II (Dadar)				
		Bandra III (Nariman point)				
		Bandra IV (Powai)				
14.	<b>MUMBAI-2</b> (Thane)	Kandivali - I (West)				
		Kandivali – II (East)				
		Thane - I (North)				
		Thane – II (South)				
		Vashi				
15.	<b>MAHARASHTRA</b> (excluding <b>Mumbai</b> ) (Pune)	Pune - I (Pune Cantt.)				
		Pune – II (Akurdi)				
		Aurangabad				
		Kolhapur				
		Nagpur		Chandrapur		
		Nasik		Ahmadnagar Jalgaon		
		Solapur				
		Akola	Amravati			
16.	<b>NORTH- EASTERN REGION</b> (Guwahati)	Guwahati		Bongaigaon Cachar (Silchar) Tezpur	1. Imphal 2. Itanagar 3. Dimapur	
			Agartala	Dharmanagar		
			Shillong		Aizawl	
			Tinsukia	Jorhat		
17.	<b>ODISHA</b> (Bhubaneswar)	Bhubaneswar		Baleswar (Balasore) Cuttack		
		Rourkela		Sambalpur		
			Berhampur	Rayagada		
			Keonjhar	Barbil		
18.	<b>PUNJAB &amp; HIMACHAL PRADESH</b> (Chandigarh)	Bhatinda		Moga Sangrur		
		Chandigarh		Mandi Gobindgarh Patiala		
		Jalandhar		Hoshiarpur Phagwara		
		Ludhiana				



**LIST OF ZONAL OFFICES, REGIONAL, DISTRICT OFFICES, SPECIAL STATE OFFICES AND SERVICE CENTRES IN EPFO**

Sl. No	Zonal Office Headed by ACC / ACC (HQ)	Regional Office Headed by RPF- I	Regional Office Headed by RPF-II	District Office Headed By APFC	Special State Offices	Service Centres
		Shimla		Kullu Palampur Nahan Baddi		
			Amritsar	Batala		
19.	<b>RAJASTHAN</b> (Jaipur)	Jaipur		Ajmer Alwar Bharatpur Jhunjhunu		
		Jodhpur		Bikaner Pali Sri Ganganagar		
		Udaipur		Bhilwara		
			Kota			
20	<b>UTTAR PRADESH</b> (Kanpur)	Agra		Aligarh		
		Kanpur				
		Lucknow				
		Meerut		Muzaffarnagar Saharanpur		Ghaziabad
		Noida				
		Varanasi				
			Allahabad			
			Bareilly	Moradabad		
			Gorakhpur			
21.	<b>WB, A&amp;N Islands &amp; Sikkim</b> (Kolkata)	Barrackpore				
		Durgapur				
		Howrah		Shrirampur		
		Jalpaiguri		Alipurduar Malbazar		
		Jangipur				
		Kolkata		Midnapore		
		Park Street				
		Siliguri			Gangtok	
			Darjeeling			
			Port Blair			
<b>Total</b>	<b>21</b>	<b>102</b>	<b>36</b>	<b>114</b>	<b>05</b>	<b>04</b>



**Annexure-III**

<b>Post-wise Sanctioned / In Position Strength of Group – ‘A’ Officers/Staff in EPFO as on 31.03.2022</b>						
<b>Sl. No.</b>	<b>Name of the post</b>	<b>Pay Band in 6th CPC</b>	<b>Grade Pay in 6th CPC</b>	<b>Level in the pay matrix in 7th CPC</b>	<b>Total Sanction</b>	<b>In-Position</b>
1	C.P.F.C	80000 [FIXED]	----		1	1
2	FA & CAO	37400- 67000	10000	14	1	1
3	CVO	37400- 67000	10000	14	1	1
4	Addl. CPFC (HQ)	37400- 67000	10000	14	11	9
5	Addl. CPFC	37400- 67000	8900	13A	32	24
6	Director (Vigilance)	37400-67000	8700	13	1	0
7	Chief Engineer	37400- 67000	8700	13	1	0
8	Director (IS)	37400-67000	8700	13	9	0
9	Director (Audit)*	15600-39100	8700	13	1	0
10	Joint Dir.(IS)	15600-39100	7600	12	30	0
11	RPFC-I	15600-39100	7600	12	239	159
12	Director (OL)	15600-39100	7600	12	1	0
13	Deputy Director (Audit)	15600-39100	6600	11	17	2
14	Executive Engineer (Civil)	15600-39100	6600	11	2	0
15	Executive Engineer (Electrical)	15600-39100	6600	11	2	0
16	Deputy Director (Vigilance)	15600-39100	6600	11	12	3
17	R.P.F.C.-II	15600-39100	6600	11	299	270
18	Law Officer	15600-39100	6600	11	1	0
19	Principal Private Secretary	15600-39100	6600	11	16	4
20	Deputy Director (OL)	15600-39100	6600	11	10	3
21	Deputy Director (IS)	15600-39100	6600	11	60	14
22	APFC	15600-39100	5400	10	452	265
23	Assistant Director (IS)	15600-39100	5400	10	120	18
24	Assistant Director (VIG)	15600-39100	5400	10	40	17
25	Assistant Director (OL)	15600-39100	5400	10	57	1
26	Assistant Director (Audit)	15600-39100	5400	10	31	6
27	Assistant Engineer (Civil)	15600-39100	5400	10	17	0
28	Assistant Engineer (Elect.)	15600-39100	5400	10	3	0
	<b>Total</b>				<b>1467</b>	<b>798</b>

\* In the Anomaly Redressal-cum-Implementation Committee meeting held on 20.7.2017, it was decided to maintain status-quo for the cadre of Vigilance and Audit. Accordingly, one post of Director (Audit) which was existing prior to cadre restructuring has been retained.



**Annexure-III**

Post-wise Sanctioned / In Position Strength of Group – ‘B’ Officers/Staff in EPFO as on 31.03.2022						
Sl. No.	Name of the post	Pay Band in 6th CPC	Grade Pay in 6th CPC	Level in the pay matrix in 7th CPC	Total Sanction	In-Position
1	Section Officer	9300-34800	4800	8	196	85
2	Audit Officer (PFD)	9300-34800	4800	8	1	0
3	Programmer *	9300-34800	4800	8	210	5
4	Private Secretary	9300-34800	4800	8	205	122
5	Assistant Section Officer	9300-34800	4600	7	400	195
6	Assistant Audit Officer	9300-34800	4600	7	38	9
7	Personal Assistant	9300-34800	4600	7	434	16
8	Enforcement Officer/Accounts Officer	9300-34800	4800	8	3072	1654
9	Data Processing Assistant	9300-34800	4600	7	0	236
10	Senior Hindi Translation Officer	9300-34800	4600	7	80	81
11	Auditor	9300-34800	4200	6	62	23
12	Junior Engineer (Civil)	9300-34800	4200	6	40	13
13	Junior Engineer (Electrical)	9300-34800	4200	6	2	0
14	Vigilance Assistant	9300-34800	4200	6	40	0
15	Library Information Assistant	9300-34800	4200	6	1	0
16	Section Supervisor	9300-34800	4200	6	2698	1706
17	Junior Hindi Translation Officer	9300-34800	4200	6	120	25
18	Junior Analyst	9300-34800	4200	6	2	0
19	Research Assistant /ARO	9300-34800	4200	6	4	0
20	Welfare officer	9300-34800	4200	6	1	0
21	Legal Assistant	9300-34800	4200	6	43	1
22	Statistical Assistant	9300-34800	4200	6	38	1
23	Staff Car Driver (Special Grade)	9300-34800	4200	6	6	2
24	Press-Coordinator				0	1
	<b>Total</b>				<b>7693</b>	<b>4175</b>

\* Includes in-position Asstt. Programmer/Supervisor (Computer cell)



## Annexure-III

Post-wise Sanctioned/ In Position Strength of Group – 'C' Staff in EPFO as on 31.03.2022						
Sl. No.	Name of the post	Pay Band in 6th CPC	Grade Pay in 6th CPC	Level in the pay matrix in 7th CPC	Total Sanction	In Position
1	Staff Car Driver (Grade-I)	5200-20200	2800	5	39	15
2	Stenographer	5200-20200	2400	4	187	2
3	Social Security Assistant (SSA)	5200-20200	2400	4	12503	7861
4	Upper Division Clerk (Headquarters)	5200-20200	2400	4	16	3
5	Data Entry Operator	5200-20200	2400	4	0	99
6	Staff Car Driver (Grade-II)	5200-20200	2400	4	33	14
7	Lower Division Clerk	5200-20200	1900	2	593	395
8	Electrician	5200-20200	1900	2	28	11
9	Gestetnor Operator (Sr.)	5200-20200	1900	2	3	0
10	Pump Operator	5200-20200	1900	2	14	2
11	Plumber	5200-20200	1900	2	20	6
12	Lift Operator	5200-20200	1900	2	18	6
13	Telex Operator	5200-20200	1900	2	2	0
14	Canteen Employees	5200-20200	1900	2	167	49
15	Staff Car Driver (Ordinary Grade)	5200-20200	1900	2	34	25
16	Multi Tasking Staff	5200-20200	1800	1	1256	1022
18	Helper to electrician					1
	<b>Total</b>				<b>14913</b>	<b>9511</b>



**Annexure IV**

The Organization Chart of EPFO is shown as below:-





