To
All ACC HQs/ACCs,
All RPFC in-charge of Regional Offices,

Sub: Protocol for interacting with members of Central Board (EPF).

Ref: No. Conf.1(1)211th CBT (EPF)/2016/24619 dated 11.03.2016.

Sir,

Concerns have been expressed by CBT members regards their correspondence not being replied to.

2. In this connection, it is advised that the instructions have already been issued vide letter dated 11.03.2016 and reiterated vide letter dated 17.11.2016. Copies of the letters are enclosed for reference and necessary action.

Yours faithfully,

(Arif Lohani)
(Conference)
Subject: Protocol for interacting with members of Central Board (EPF)

Sir,

The members of Central Board (EPF) have informed that EPFO offices are not attending to them or to the references made by them to EPFO offices with due diligence. It has accordingly been felt necessary to issue following guidelines in the matter:

1. All references made by the members of Central Board (EPF) shall be acknowledged within three working days. The acknowledgement shall be issued under the signature of officer-in-charge in case the references are received at EPF field offices or training institutes. In case of references received at EPF Headquarters the acknowledgment shall be issued under the signature of ACC of the Division to which the matter pertains.

2. Thereafter, till the final disposal of the matter under reference, fortnightly status report on the same shall be sent to the CBT member under the signature of authority mentioned in the preceding paragraph.

3. In case if any reference made by the member(s) of Central Board (EPF) requires to be referred to Central Office or any other EPF field office, fortnightly status reports shall include contact details of officer to whom such reference has been made and the timeline within which answer has been sought.
4. In case a member is visiting or intimating to visit any of the EPF field offices, he shall be received by the officer-in-charge of the office concerned and accorded due courtesy and welcome. It may be ensured that no complaints are received on this account from the members of Central Board (EPF).

(Issue with the approval of CPFC)

Yours Sincerely

(Addl. Central PF Commissioner (Conference))

Copy to: All non-official members, Central Board (EPF)
No. Conf. 1(1) 211th CBT (EPF) 2016

To

All Zonal ACCs,
Regional Commissioners in-charge of ROs/SROs/ZTIs,

Sub: Protocol for interacting with members of Central Board (EPF).

Ref: No.Conf.1 (1)211th CBT (EPF)/2016/24619 dated 11.03.2016.

Sir,

Please find enclosed herewith a copy of letter dated 5th November, 2016 on the above mentioned subject received from Shri M. Jagadhiswara Roa, member CBT (EPF) regarding non-implemented the protocol for interacting with member of CBT (EPF). (Copy enclosed)

2. In this connection, it is requested to comply the instruction given in the letter dated 11.03.2016.

Yours faithfully,

(S.C. Goyal)
Addl. Central PF Commissioner (Conf.)

End: As above.