No. HRM-V/1(1)2016/Misc./Pt./4388  Dated: 17 JUL 2019

To
All Additional CPFCs (HQ) (Zones),
All Additional CPFCs (Zones),
Additional CPFC (ASD)

Sub: Appropriate act with the SC/ST employees-Reg.

Sir,

The Government of India has issued directions/guidelines from time to time to give more focused attention for improving the administration of justice, especially to ensure prevention of atrocities against the SC and ST and other vulnerable sections of society. This office has received direction from National Commission for Scheduled Tribe (NCST) that the officers of EPFO should softly act/behave with the ST employees, so that they can learn/encourage to attend/complete the work properly.

2. It is therefore requested to undertake a comprehensive review of the effectiveness of the machinery in tackling the problems faced by the members of the SCs/STs and take appropriate measures aimed at increasing the responsiveness of the Department so that members of these vulnerable groups feel secured, enjoy their work and live their life with dignity and respect that they deserve. It may also be ensured that the officers behave in a polite manner with the SC/ST employees.

3. All the ROs under your jurisdiction may be guided accordingly and a compliance Report in the matter may also be furnished to this office within 15 days.

(This issues with the approval of CPFC)

Yours faithfully,

(Udita Chowdhary)
Addl. Central PF Commissioner (HR)