

CHAPTER 15
PUBLIC GRIEVANCES HANDLING SYSTEM
(PGHS)

Sl. No.	CONTENTS	Para	Page No.
1.	P.G.H.S. in E.P.F Organisation	15.1	15/1
2.	— Source of Grievances	15.3	15/1
3.	P.G.H.S. in R.O./S.R.O.	15.4	15/1
4.	P.G.H.S. software	15.5	15/2
5.A.	P.R.O. in R.O./S.R.O.	15.6	15/2
5.B	Facilitation Centre	15.7	15/3
6.	PGHS Weekly Report	15.8	15/4
7.	Register of Grievance	Ann. I	15/5
8.	Data on Grievance - Central Office	Ann.II	15/6
9.	Data on Grievance-RO/SRO	Ann. III	15/7
10.	Weekly Report	Ann.IV	15/8
11.	Monthly Report	Ann.V	15/9

CHAPTER -15

PUBLIC GRIEVANCES HANDLING SYSTEM

15.1 The basic objective of the Employees' Provident Fund Organisation is to Provide social security benefits and in order to fulfil this, a trouble free service should be rendered to the subscribers. In a vast organisation, there is scope for grievance/complaints which may emanate from section of the beneficiaries. This necessitates the setting up of a Public Grievances Handling Machinery to render Prompt service in response to all complaints.

15.2. It is needless to state that the functioning of the Regional /Sub-Regional Office should be so transparent that a complainant who has got right to seek information is responded instantly. For this purpose, a Grievances Handling Machinery should be set up in the Central office /Regional/Sub-Regional /Sub-Accounts Office/Inspectorates. The Public Grievances Handling Machinery should also include the hearing of grievance in person by the Central Provident Fund Commissioner/Regional Provident Fund Commissioner - in-Charge of the Regional /Sub -Regional Office, Assistant Provident Fund Commissioner in-charge of Sub-Regional/Sub-Account Office. They should earmark a day & time and made themselves available without fail. A sign board displaying the availability of the above officers (with name) to hear the grievances in person should be kept in a prominent place in the public Relations Officer Room at the office entrance.

15.3. SOURCE OF GRIEVANCES

- a) Through Post /Fax.
- b) In person (visiting Central/Regional/Sub-Regional Office)
- c) Government
- d) Honourable Members of Parliament /Members of Legislative Assembly.
- e) Department of Cabinet Secretariate (PGC)
- f) Chairman members Central Boards of Trustees / Regional Committee
- g) Secretary- Labour.

All the above grievances should be acknowledged through a computer print out (Annexure II-III)one copy should be sent to the concerned office/officer/ Section (Regional/Sub-Regional office - Accounts or Enforcement Section) to respond with in 15 days.

In the Central Office, the Regional Provident Fund Commissioner in- charge of PGHS should be the nodal officer to deal with the grievances. In the Regional/Sub-Regional office, the Regional Provident Fund Commissioner/Assistant Provident Fund Commissioner shall be the nodal officer.

15.4. In the Regional /Sub-Regional Office, a cell is to be created exclusively to deal with the grievances. The activities and duties of the Grievances Cell shall be as under:-

1. The cell shall maintain a permanent Register for recording the grievances (Annexure - I).

2. To ensure smooth conduct of 'Grievances Day' being conducted by Regional Commissioner on all days, at a specified hours. For this purpose, the cell shall device a suitable proforma to collect the details of grievances and to obtain the requisite information from the Assistant Provident Fund Commissioner Concerned before the Complainant is allowed to meet the Regional Commissioner. A permanent Register shall be maintained for recording the grievances heard by the Regional Commissioner & its disposals and also for the complaints from the Government, Central Office, V.I.Ps (MPs & MLAs), Employers and Subscribers including Complaints appearing in the Press /Magazines.

3. All complaints should be acknowledged on the same day, on receipt, by the Assistant Accounts Officer in-charge of the Cell. The complaints should be taken up with the Assistant Provident Fund Commissioner concerned, so as to get a categorical and clear reply to enable the Cell to furnish the requisite information to the satisfaction of the complainant under the signature of the Assistant Provident Fund Commissioner.

4. The nature of complaint and its source should be categorised alongwith number of complaints in each Section. For this purpose, on every Monday, a Progress Report showing the complaints received during the preceding week and the details of disposals thereof should be furnished by the Assistant Provident Fund Commissioner in -charge of the Cell to the Regional Provident Fund Commissioner.

5. The cell will also make use of the EDP to utilise the Public Grievances Handling System for its efficient performance.

6. All the complaints relating to non- coverage /non-settlement of accounts, transfers, etc. should be transferred to the Grievance Cell at DAK stage including all complaints received by the officers by name.

15.5. The types of grievances and the classification to its source of grievance are coded in the PGHS software. A copy of the list of grievances should be sent to EDP Cell with a copy to the concerned Accounts Group. The receipt of reply from the Accounts Group should be watched and out put Report prepared from the EDP namely, source- wise Report, grievance nature-wise Report, Accounts Section of APFC-wise Report. For details of operation of PGHS software in the EDP, the operation Manual supplied by the Central Office should be referred to the Weekly Report/Monthly Report of Grievances should be sent to the Central Office promptly in in the prescribed format (Annexure -II of PGHS software).

15.6 SET UP OF P.R.O. WING :

In support of the Grievances Cell, the P.R.O. Wing of the Regional/ Sub-Regional Office should also be equipped properly to receive the grievances and also to attend complaints. The Public Relations Officer should also render necessary guidance to the members/employers in completing the Forms. The P.R.O Wing should be manned by the officials who are young, energetic possessing thorough knowledge of working of the Act & Scheme and above all, the person should be patient enough to listen to the grievances of the members/employers. He should have pleasing manner and helpful attitude towards the visiting complainants. The complainants should be treated as a friend rather than an unwanted persons. Considering the importance of the P.R.O wing which will mar or boost the image of the Organisation. Persons who is not having the above specified qualities should not be posted. The visiting complainants should be given an acknowledgement on the spot through a print out taken through a computer terminal printer. In case, the reply could no be given immediately, a

reply should be sent immediately thereafter. Under no circumstances, the complainants should be sent to Section and their presence is not desirable in the vicinity of the Section and they should be asked to meet the Branch Officer viz. The Assistant Provident Fund Commissioner.

15.7. "FACILITATION CENTRE" IN THE REGIONAL OFFICE/SUB REGIONAL OFFICE

All the Regional Offices /Sub Regional Offices should set up a Facilitation Centre.

The basic idea behind setting up of the "Facilitation Centre" is to secure various services or get complaints promptly attended to, besides providing information on procedures and forms. These counters should be operated continuously during the day by trained officials with courteous approach with the capacity to converse in English and the local language.

The salient features of a "Facilitation Centre" are as below :

- Provide information regarding Schemes and procedures through brochures, booklets, reports, etc.
- Provide information regarding payment of Provident Fund /Pension cases /Status of complaints over phone.
- Provide information regarding status of claims/complaints through computerised print out.
- Forms which are to be utilised for various procedures are made available to members free of cost at the Facilitation Centre.
- Receive complaints, issue acknowledgement letters indicating the section dealing with the complaints
- Officer of the level of Assistant Provident Fund Commissioner /Assistant Accounts Officer is to man the Facilitation Centre with appropriate orientation capable of speaking English and local language for handling visitors and working knowledge of computer operation.
- Time limits for settlement of claims /petitions meeting hours of the Senior officers be notified through display boards.
- Easy accessibility by the visitors to the Facilitation Centre be ensured and publicity regarding the location and hours of access.
- Physical arrangements for sitting, drinking water, etc. for the waiting public especially the old and the handicapped.

**GRIEVANCES MACHINERY - COMPILATION OF WEEKLY
PROGRESS
REPORT**

On the close of every week, the weekly Report should be generated through computer indicating there in the nature of Grievance and the source of the grievance received, the number of grievances received, settled and outstanding with the oldest grievance date and the date of receipt of grievance. The format of Weekly Report is annexed. On every Friday the Statement must be perused by the Regional Commissioner -in- charge of the Regional/Sub-Regional Office on this subject about the disposal and pendency of such cases. A FAX message statement is to be sent to the Cental Provident Commissioner every Monday on columns as that of CAP Return on the Subject. A consolidated Progress Report indicating category-wise grievance should be prepared in the prescribed format (Annexure -V) and sent to Central office for review.

REGISTER OF GRIEVANCES

Sl. No.	Date of Receipt	Type of Grievance	Source of Grievance	Name & Add. of the complainant	Name of the Estt.	PF A/c No.	A/c Gr.	AAO/AC dealing with Griev.	Date of acknowledgement of the grievance by the office	Target date
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)

- NOTE :
- (i) Serial No. of the grievance will be of 7 digits of which first 2 digits will be of the year in which the grievance is received and the rest of the digits will be the serial number of the grievance, for example, say grievance is received in 1992 and the serial number of the grievance - 102, then, serial number should be given as 9200102.
- (ii) The target date has to be fixed by the Officer-in-charge of the Grievance Cell.

**CENTRAL OFFICE
OFFICE ADDRESS**

FAX :

PHONE

GRIEVANCE SERIAL NO
Name of Subscriber /Visitor
PF Account Number (if any)
Father /Husband's Name
Address of Subscriber

Name of the Establishment (if any)

DETAILS OF GRIEVANCE

Nature of Grievance
Date of Receipt of Grievance
Name of the Office Concerned
Date of Next Contact

Forwarded to the Regional Provident Fund Commissioner _____ with the request to redress the above grievance and furnish the action taken report in the form given below and return the same to the undersigned by _____.

PUBLIC RELATIONS OFFICER

DISPOSAL /ACTION DETAILS :

1. CASE SETTLED

Date of Settlement : _____
Amount Settled : _____
Cheque No. & Date : _____

2. CASE RETURNED

Date of Return : _____
Letter No : _____
Reason : _____

3. CASE PENDING

Reason for pending : _____
Next date of contact : _____
Date of earlier visits : _____

No.

OFFICE _____

Returned after completing the action taken

- 1. Original to the use
- 2. Duplicate copy sent to the Regional Office

SIGNATURE OF OFFICER IN CHARGE
WITH NAME

EMPLOYEES' PROVIDENT FUND ORGANISATION
(FOR USE OF GRIEVANCE REDRESS ONLY)
Office of the Regional P.F. Commissioner
phone Fax

GRIEVANCE SERIAL NO.

Name of Subscriber/Visitor	
PF Account Number, if any	
Father / Husband's Name	
Address of Subscriber/Visitor	
Name of the Establishment, if any	

DETAILS OF CLAIM/GRIEVANCE

Nature of Claim /Grievance (Please)	PF PENSION EDLI ADVANCE TRANSFER OTHERS
Receipt (Machine No.)	
Date of receipt of Claim /Grievance	
Account Group	

DISPOSAL/ACTION DETAILS

1.	CASE SETTLED
	Date of settlement
	Amount settled
	Cheque No. & Date
	Name of the Bank /Branch
	Savings Bank Account No.
	Deaspatch letter No. & Date.
2.	CASE RETURNED
	Date of Return
	Letter No.
	Reason
3.	CASE PENDING
	Reason for pending
	Next date of contact
	Date of earlier visits, if any

1. Original to the Visitor.
2. Duplicate to Section Supervisor to be returned to Grievance Section.
3. Triplicate to be retained by the Grievance Cell for monitoring

(SIGNATURE OF PRO WITH NAME & DATE)

ANNEXURE IV

OFFICE	PERIOD					
BOX-2	DISPOSAL OF COMPLAINTS /PETITIONS/GRIEVANCES					
Opening balance	Received during the week	Total (1+2)	Progressive	Disposal during the week	Pro-gressive	Pendency at the end of the week
1	2	3	4	5	6	7
oldest pending case	NAME OR SUBJECT: DATE OF RECEIPT OF CASE:					

SIGNATURE:

DATE:

MONTHLY PROGRESS REPORT OF REDRESSAL OF PUBLIC GRIEVANCES

Name of the		Month to which the Return pertains						
No. of grievances outstanding at the beginning of the month	No. of grievances received during the month with broad categorisation pertaining to					No. of grievances disposed		
	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)
	Procedural delay	Misbehaviour or unsympathetic attitude of staff	Service matters	other	Total	In favour of complainant	In rejection	Total
(1)		(2)					(3)	
i) Delay in settlement of PF Claim ii) Delay in settlement of pension Claim (other than monthly pension) iii) Delay in settlement of Monthly Pension Claim iv) Delay in settlement of EDLI claim v) Delay in transfer of PF amount vi) Delay in sanction of advance (with purpose) vii) Delay in issue of Annual statements of accounts								
Total								

No. of cases pending for less than 3 months	No. of cases pending for 3-6 month	No. of cases pending for 6-12 months	pending for more than a year	Total of 4,5,6, & 7
i				
ii				
iii				
iv				
v				
vi				
vii				

15/10

REGIONAL PROVIDENT FUND COMMISSIONER