



ANNUAL REPORT

2018-19



EMPLOYEES' PROVIDENT FUND ORGANISATION

Ministry of Labour & Employment, Government of India

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FOUNDATION DAY CELEBRATIONS

CONTENTS

CHAPTER	TITLE	PAGE NO.
CHAPTER – 1	EMPLOYEES' PROVIDENT FUND ORGANISATION	15-23
	Historical Perspective	15
	Schemes framed under the EPF & MP ACT, 1952	17
	Central Board OF Trustees	17
	Committees of the Central Board of Trustees	18
	Executive Committee, Central Board (EPF)	20
	Sub-Committees of Executive Committee, Central Board (EPF)	21
	Regional Committees	22
CHAPTER – 2	OVERVIEW OF THE ACT & SCHEMES	24-32
	Application of the Act	24
	Schedule of Industries / Classes of Establishments	25
	Eligibility for Membership of Employees' Provident Funds Scheme, 1952	25
	Employees' Pension Scheme, 1995	26
	Employees' Deposit Linked Insurance Scheme, 1976.	32
CHAPTER – 3	PERFORMANCE MANAGEMENT IN EPFO	33-38
	Vision	33
	Mission	33
	Service Standards	34
	Rights of Members	35
	Rights of Employers	35
	Grievance Redressal Mechanism	36
	Responsibility Centers and Organisation's Presence	36
	Indicative Expectations from the Service Recipients	36
	Service Area	37
	Financial Area	37
	Compliance Area	38
CHAPTER – 4	COMPLIANCE MANAGEMENT IN EPFO	39-49
	Role of Compliance	39
	Actions in case of Non-Compliance	39
	e-Governance Initiatives	40
	Exemption	41
	Central Analysis and Intelligence Unit (CAIU)	43
	Recovery of Arrears	44
	PMRPY/PMRPY	48

CHAPTER – 5	INVESTMENTS AND ACCOUNTS	50-70
	Rate of Contribution	50
	Contributions Received (All Three Schemes)	52
	Administrative Account	53
	Income & Expenditure Account	54
	Administrative Revenue	55
	Collection of Contribution through Internet Banking	55
	Pattern of Investment	55
	Investment of Pension Fund	62
	Investment of Insurance Fund	62
	Portfolio Management	62
	Performance of the Portfolio Managers	63
	Investment in Exchange Traded Fund (ETF)	64
	Facts and Particulars Regarding Investments (Un-Exempted Sector)	67
	Investments of Provident Fund (Exempted Sector)	70
	Rate of Interest to Members	70
	Productivity Linked Bonus to EPFO Employees	70
CHAPTER – 6	CUSTOMER SERVICE, COMMUNICATIONS & PUBLIC RELATIONS	71-79
	Customer Service & Grievance Redressal Mechanism in EPFO	71
	Structure of Customer Service Division	72
	CPGRAMS	72
	EPFiGMS	74
	Call Centre	76
	PRO & Facilitaion Centres	76
	Nidhi Aapke Nikat	76
	Communications & Public Relations	77
	Right to Information	79
CHAPTER – 7	HUMAN RESOURCES	80-94
	Manpower	80
	Promotions/Recruitments	81
	Implementation of Reservation Policies	82
	Human Resources Development	84
	Examination Section	84
	Progressive use of Hindi	84
	EPF Staff Pensioners	86
	Sports Activities	86
	Staff Welfare Fund	86
	Administrative Vigilance	87
	Vigilance	89
	Industrial Relations	91
	Implementation of e-office	92
	Physical Facilities Division	92
	Procurement and Disposal Unit	94

CHAPTER – 8	TRAINING AND RESEARCH	95-101
	Background	95
	Objectives of Training	96
	Framework for Training	96
	Strategy	96
	Training Programmes	96
	Training Structure in EPFO	97
	Infrastructure at PDNASS	97
	Training Target Group for PDNASS	97
	Administrative structure	98
	Highlights of Training activities during the year at PDNASS	98
	All India presence	98
	Training Programmes at ZTIs	99
	Target Group for ZTIs	99
	Administrative Structure at ZTIs	99
	Highlights of Training activities at ZTIs	99
	Physical Facilities & Infrastructure at ZTIs	100
	Monitoring and Evaluation of Training	100
	Research	100
	Probationary Examinations	100
CHAPTER – 9	INFORMATION TECHNOLOGY INITIATIVES	102-103
	Claim Receipt Entry at District Offices	102
	Online filing of International Workers Return	102
	Auto approval of Digital Life Certificates	103
	Delinking of wrong Aadhar in PPO	103
	Auto processing of Back Period accounts	103
	Document upload facility for correction in DOB	103
CHAPTER – 10	AUDIT	104-109
	Audit Division in Head Office	104
	Structure of Audit in the Field	105
	Internal Audit	106
	Statutory Audit	109
CHAPTER – 11	LEGAL MATTERS	110-112
	Overview of Legal Cases	110
	Important Judgements	111
	Central Government Industrial Tribunal-cum-Labour Courts	111
	Legal Information Management and Briefing System (LIMBS)	112
CHAPTER – 12	SOCIAL SECURITY FOR INTERNATIONAL WORKERS	113-116
	Background	113
	Special Provisions in Respect of International Workers	114
	Definition of International Worker	114
	Social Security Agreement (SSA)	115
	Certificate of Coverage (COC)	116
	Number of International Workers	116

APPENDICES		
Appendix-1(i)	List of CBT (EPF) Members	119
Appendix-1(ii)	List of Executive Committee Members	121
Appendix-2(i)	Establishments & Members - Industry/Class Wise	122
Appendix-2(ii)	Establishments and Members - Zone & Office Wise	128
Appendix-2(iii)	Establishments & Members - State Wise	131
Appendix-2(iv)	Establishments & Members - Top 25 Industry/Class Wise	132
Appendix-2(v)	Classification of Pensioners	133
Appendix-2(vi)	Details of Pensioners Benefitted from Minimum Pension of Rs.1000/- Per Month	138
Appendix-2(vii)	Summary Results of Valuation	139
Appendix-2(viii)	List of Pension Disbursing Agencies under EPS-1995	140
Appendix-3(i)	List of Zonal, Regional, District, Special State Offices and Service Centres in EPFO	141
Appendix-3(ii)	Average Contributing Establishments and Members	146
Appendix-3(iii)	All Claims Summary	147
Appendix-3(iv)	All Claims	148
Appendix-3(v)	PF Final Settlement Claims	149
Appendix-3(vi)	PF Transfer Claims	150
Appendix-3(vii)	PF Part Withdrawal Claims	151
Appendix-3(viii)	Pension Claims	152
Appendix-3(ix)	Pension Withdrawal Benefit Claims	153
Appendix-3(x)	Insurance (EDLI) Claims	154
Appendix-3(xi)	Annual Accounts (Unexempted)	155
Appendix-3(xii)	Summary of Statistical Abstract	156
Appendix-4(i)	Assessed Arrears under EPF Scheme in Unexempted Sector	160
Appendix-4(ii)	Assessed Arrears under EPS 95 in Unexempted Sector	161
Appendix-4(iii)	Assessed Arrears under EDLI Scheme in Unexempted Sector	162
Appendix-4(iv)	Breakup of Arrears in Public, Private and Cooperative Sector (Unexempted) (All Three Schemes)	163
Appendix-4(v)	Summary Of Defaulting Unexempted Establishments With Dues of Rs. 50 Lakhs and Above	164
Appendix-4(vi)	Summary of Defaulting Exempted Establishments with Dues of Rs. 50 Lakhs and Above	165
Appendix-4(vii)	Initiation and Disposal of Assessment Cases under Section 7A of the Act	166
Appendix-4(viii)	Periodicity of Pending 7A Cases	167
Appendix-4(ix)	Levy of Interest u/s 7Q in respect of All Three Schemes (Unexempted)	168
Appendix-4(x)	Cases of Levy of Damages u/s 14B (Unexempted)	169
Appendix-4(xi)	Levy of Damages u/s 14B in respect of All Three Schemes (Unexempted)	170
Appendix-4(xii)	Status of Attachment/Sale of Property/Arrest of Defaulters - Unexempted	171
Appendix-4(xiii)	Prosecution Cases under Section 14 of the Act (Unexempted) EPF Scheme	172
Appendix-4(xiv)	Prosecution Cases under Section 14 of the Act (Unexempted) EPS Scheme	173

Appendix-4(xv)	Prosecution Cases under Section 14 of the Act (Unexempted) EDLI Scheme	174
Appendix-4(xvi)	Cases Before Police Authorities under Section 406/409 of IPC (Unexempted)	175
Appendix-4(xvii)	Cases Before Various Courts Under Section 406/409 of IPC (Unexempted)	176
Appendix-4(xviii)	Total Arrears in Exempted Sector	177
Appendix-4(xix)	States with Major Portion of Arrears in Exempted Sector	178
Appendix-5(i)	Contribution and Payment of All Three Schemes (Unexempted)	179
Appendix-5(ii)	Category and Coupon Wise Investment at Face Value - EPF A/C 05 in Crores	180
Appendix-5(iii)	Category and Coupon Wise Investment at Face Value - EPS A/C 11 in Crores	181
Appendix-5(iv)	Category and Coupon Wise Investment at Face Value - EDLI A/C 25 in Crores	182
Appendix-5(v)	Rate of Interest on EPF balances-1952 onwards	183
Appendix-5(vi)	Productivity Linked Bonus 2017-18	184
Appendix-6(i)	RTI Annual Report for the year 2018-19 - Details of requests and appeals	185
Appendix-7(i)	Post-wise Sanctioned/In-position Strength of Group A Officers in EPFO	186
Appendix-7(ii)	Post-wise Sanctioned/In-position Strength of Group B Officers in EPFO	187
Appendix-7(iii)	Post-wise Sanctioned/In-position Strength of Group C Staff in EPFO	188
Appendix-7(iv)	Zone/Category wise Sanctioned /In Position Strength of Group A Officers	189
Appendix-7(v)	Zone/Category wise Sanctioned /In position Strength of Group B Officers	190
Appendix-7(vi)	Zone/Category wise Sanctioned /In position Strength of Group C Staff	191
Appendix-7(vii)	Staff Pensioners and Family Pensioners of EPFO	192
Appendix-8(i)	Training Division – Revised Sanction & Staff Position - PDNASS & All ZTIs & Sub-ZTI	193
Appendix-8(ii)	Details of Training Programmes Conducted by National Academy	194
Appendix-8(iii)	Details of the Training Programmes Conducted by ZTIs/Sub ZTI	196

ABBREVIATIONS

Abbreviations	Words
Act	Employees' Provident Funds & Miscellaneous Provisions Act, 1952
AD	Assistant Director
Addl CPFC	Additional Central Provident Fund Commissioner
APFC	Assistant Provident Fund Commissioner
Asstt. Dir (Vig.)	Assistant Director (Vigilance)
AVS	Administrative Vigilance Section
BIFR	Board for Industrial and Financial Reconstruction
Board	Central Board of Trustees
CG	Central Government
CPFC	Central Provident Fund Commissioner
CR	Crore
CSD	Customer Service Division
DA	Dearness Allowance
DD	Deputy Director
Dir (Vig.)	Director (Vigilance)
EPFAT	Employees' Provident Fund Appellate Tribunal
EPFO	Employees' Provident Fund Organisation
EX	Exempted
F & A	Finance and Accounts
FA & CAO	Financial Advisor & Chief Accounts Officer
Family Pension Scheme	Employees' Family Pension Scheme, 1971
GOI	Government of India
HO	Head Office
IMC	Investment Monitoring Cell
Insurance Fund	Employees' Deposit Linked Insurance Fund
Insurance Scheme	Employees' Deposit Linked Insurance Scheme, 1976
IR	Immediately Realisable
IW	International Workers
LAC	Lakh
MoL&E	Ministry of Labour & Employment
NATRSS	National Academy for Training and Research in Social Security
NIR	Not Immediately Realisable
PDNASS	Pandit Deendayal Upadhyaya National Academy of Social Security
Pension Fund	Employees' Pension Fund
Pension Scheme	Employees' Pension Scheme, 1995
PG	Public Grievances
PRO	Public Relations Officer
PF	Provident Fund
PSFI	Public Sector Financial Institutions
RFD	Results Framework Document
RO	Regional Office
RPFC-I	Regional Provident Fund Commissioner, Grade-I
RPFC-II	Regional Provident Fund Commissioner, Grade-II
RRC	Revenue Recovery Certificate
SC	Scheduled Caste
Scheme	Employees' Provident Fund Scheme, 1952
SDS	Special Deposit Scheme
SRO	Sub-Regional Office
SSA	Social Security Assistant
U/S	Under Section
UN-EX	Unexempted
VIG	Vigilance
ZO	Zonal Office
ZTI	Zonal Training Institute
ZVD	Zonal Vigilance Directorate

EPFO at a Glance

- EPFO administers the Employees' Provident Funds and Miscellaneous Provisions Act, 1952
- EPFO is one of the world's largest social security providers.
- The Act applies to a defined class of industries employing 20 or more employees.
- Three Schemes run by EPFO are Employees' Provident Funds Scheme-1952, Employees' Pension Scheme - 1995, and Employees' Deposit-Linked Insurance Scheme - 1976.
- The covered establishments are required to statutorily comply in respect of all their employees drawing wages up to Rs 15,000 per month (w.e.f. 01.09.2014).
- Provident Fund is based on a defined contribution scheme where both the employees and the employers contribute their mandated share.
- A mix of "defined contribution" and "defined benefit" forms the Pension Scheme. The employees do not have to contribute to this scheme.
- Insurance Scheme is a deposit linked Scheme that provides for benefits up to Rs 6,00,000/- without any contribution from employees.

An average day at EPFO

2018-19



Rs 599.22 Crore received as contribution



416 Establishments registered and
74423 members added



66309 claims settled



Rs 328.67 Crore disbursed
to beneficiaries



2611 Public Grievances
Received

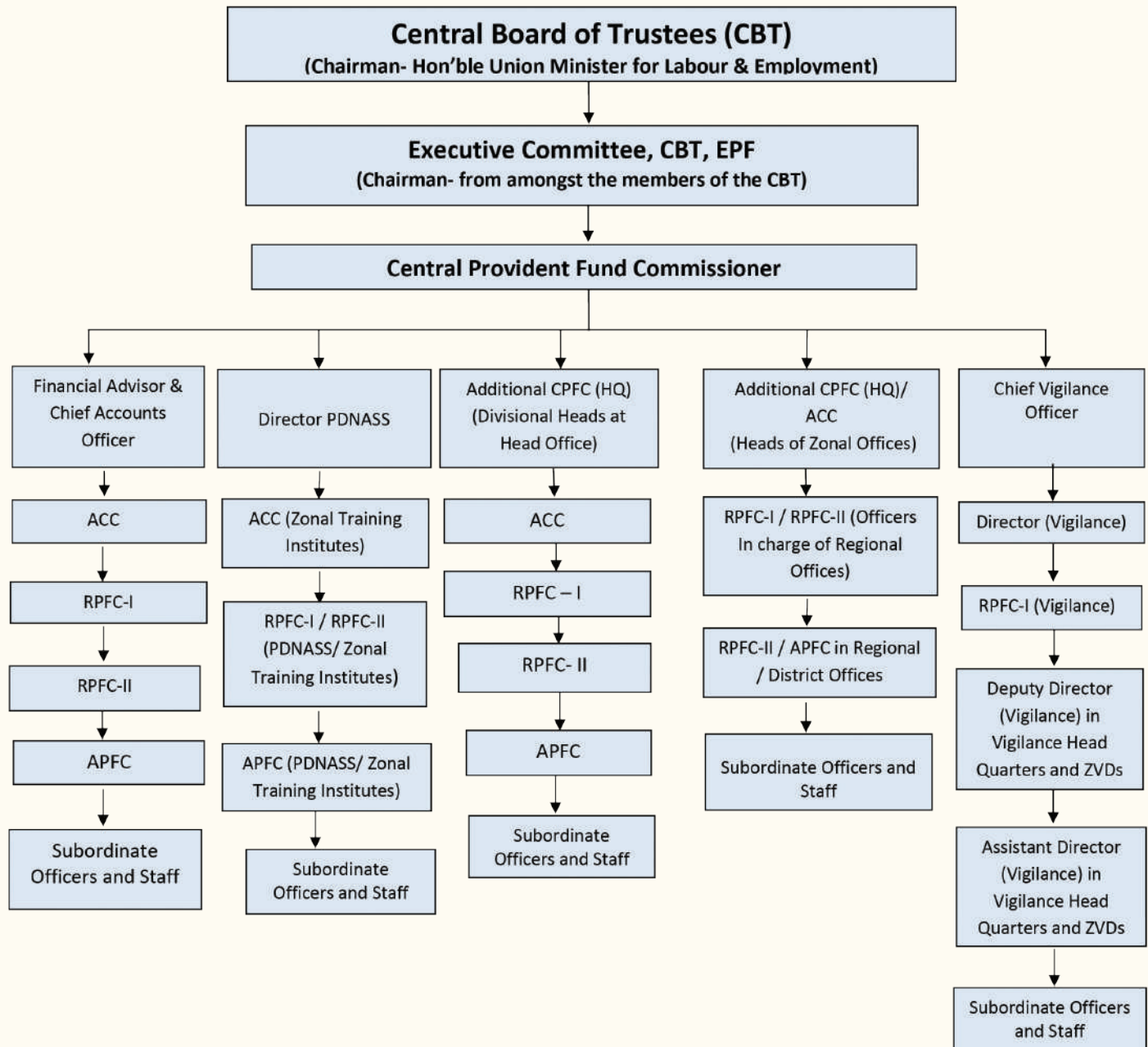


8.18 Lac member
accounts updated



2604 Public Grievances
Settled

ORGANISATION CHART





Chapter 1

EMPLOYEES' PROVIDENT FUND

ORGANISATION

HISTORICAL PERSPECTIVE

1.1 It has been endeavour of Central Government to provide social security to the industrial workers after their superannuation or to their dependents in the event of their pre-mature death. The first Provident Fund Act, passed in 1925 to regulate the Provident Fund of some private concerns was limited in its scope. In 1929, the Royal Commission of Labour stressed the need for formulating a scheme to establish Provident Funds for industrial workers. Thirteen years later in the third conference of labour ministers, the issue was considered again. The proposal to establish Provident Funds was generally accepted. It was recommended that such funds should be established on the basis of voluntary participation. It was further recommended that the Central Government may frame a model set of rules for management of Provident Funds which may in turn be adopted by the employers for establishing Provident Funds. The model rules were circulated to employers in 1945 for adoption in industrial concerns. Some progressive employers took the initiative to establish voluntary Provident Funds for the benefit of about 3 lac workers, but the general response was not encouraging.

1.2 In 1947 the question was reviewed at the Asian Regional Conference of the International Labour Organisation. It was reiterated that in view of the financial and administrative conditions in India, a contributory provident fund scheme was preferable to a scheme of pension or gratuity payments as it would not be possible to introduce the same in India, as adopted in the other industrially advanced countries. The main difficulty felt in a gratuity scheme was that the amount

paid to a worker or his dependents would be small as the worker would not himself be making any contribution to the fund. Taking into account the various difficulties, financial and administrative, the most appropriate course considered to be adopted was the institution of compulsory contributory provident fund, in which both workers and employers would contribute. Such a Scheme would *inter-alia* have the following benefits: -

- i) It would inculcate a spirit of thrift among workers
- ii) It would help in stabilisation of the labour force.

1.3 In accordance with the recommendation of the Asian Regional Conference, the matter was discussed at the 10th session of the Indian Labour Conference held in 1948. It was generally agreed that the introduction of a statutory provident fund scheme for industrial workers must be undertaken.

1.4 To test such a scheme in a restricted field, the Coal Mines Provident Fund Scheme was launched in 1948. The success of this Scheme led to the demand for its expansion to other industries was well. In 1949, when a non-official Bill for setting up of provident funds for other industrial workers was introduced in the Central Legislature, the then Union Labour Minister gave an undertaking that a comprehensive Bill on the subject would be placed before the House. The subject was exhaustively discussed at the meeting of the Standing Labour Committee held in November 1950, where there was general agreement, particularly among the representatives of the State Governments, that legislation should be undertaken for instituting provident funds in industrial undertakings. This view was endorsed by the conference of Labour Ministers held in January, 1951.

1.5 This led to the promulgation of the Employees' Provident Funds Ordinance, 1951 by the President of India on the 15th November, 1951 with a view to provide for the institution of provident funds for employees in factories and other establishments. The ordinance which came into force at once, extended to the whole of India except the State of Jammu and Kashmir.

1.6 The Ordinance promulgated on the 15th November, 1951 was replaced by the EPF Act, on 4th March 1952. The Scheme framed under section 5 of the Act was brought into force in stages and was enforced in its entirety by the 1st November, 1952. The working of the Scheme brought out certain defects in the Act such as:-

- i) lack of provision for inspection of exempted factories,
- ii) recovery of dues from such factories,
- iii) payment of damages etc.

1.7 In order to rectify these defects, an amendment bill was introduced in the Council of States on 14th September, 1952. As some of the amendments necessitated urgent implementation and since the EPF (Amendment) Bill could not be passed during that session of Parliament, an amending Ordinance was promulgated, which was subsequently replaced by the EPF (Amendment) Act, 1953 which received assent of the President on 12th December, 1953.

1.8 The Act has undergone a number of changes over the years in view of the changing industrial environment and requirements. Some of the Amendment Acts that have been enacted over the years are given below:-

1. The Employees' Provident Funds (Amendment) Act, 1953 (37 of 1953).
2. The Employees' Provident Funds (Amendment) Act, 1956 (94 of 1956).
3. The Repealing and Amending Act, 1957 (36 of 1957).
4. The Employees' Provident Funds (Amendment) Act, 1958 (22 of 1958).
5. The Employees' Provident Funds (Amendment) Act, 1960 (46 of 1960).
6. The Employees' Provident Funds (Amendment) Act, 1963 (28 of 1963).

7. The Employees' Provident Funds (Amendment) Act, 1965 (22 of 1965).
8. The Labour Provident Fund Laws (Amendment) Act, 1971 (16 of 1971).
9. The Employees' Provident Funds and Family Pension Fund (Amendment) Act, 1973 (40 of 1973).
10. The Labour Provident Fund Laws (Amendment) Act, 1976 (99 of 1976).
11. The Delegated Legislation Provisions (Amendment) Act, 1985 (4 of 1986).
12. The Employees' Provident Funds and Miscellaneous Provisions (Amendment) Act, 1988 (33 of 1988).
13. The Employees' Provident Funds and Miscellaneous Provisions (Amendment) Act, 1996 (25 of 1996).
14. The Employees' Provident Funds and Miscellaneous Provisions (Amendment) Act, 1998 (10 of 1998).
15. The Repealing and Amendment Act, 2001 (30 of 2001).

SCHEMES FRAMED UNDER THE EPF & MP ACT, 1952

1.9 Following three Schemes have been framed under the Act:-

- (i) The Employees' Provident Funds Scheme, 1952 (EPF) – (w.e.f 1st November, 1952)
- (ii) The Employees' Pension Scheme, 1995 (EPS) (w.e.f 16th November, 1995) {replacing the Employees' Family Pension Scheme, 1971}
- (iii) The Employees' Deposit Linked Insurance Scheme, 1976 (EDLI) – (w.e.f. 1st August, 1976)

1.10 The Employees' Provident Fund Organisation, an autonomous body under the Ministry of Labour & Employment (MoL&E), Government of India, administers the Act and the Schemes framed thereunder.

1.11 The benefits admissible under each of the three schemes are indicated in the table below:

Provident Funds Scheme	Pension Scheme	Insurance Scheme
<ul style="list-style-type: none"> • Accumulation plus interest upon retirement, resignation, death. • Partial withdrawals allowed for specific expenses such as house construction, higher education, marriage, illness etc 	<ul style="list-style-type: none"> • Monthly pension for members on superannuation/ retirement, disability. • Monthly pension for dependants of deceased member viz. widow(er), children, parent /nominee. • Past service benefit to participants of erstwhile Family Pension Scheme, 1971 	<ul style="list-style-type: none"> • The benefits are provided in case of death of an employee who was member of the Scheme at the time of death. For service less than 12 months, insurance benefit upto Rs. 1 Lacs is paid. For continuous service of 12 months in the same establishment, insurance benefit from Rs. 2.5 Lacs to Rs. 6 Lacs is paid.

CENTRAL BOARD OF TRUSTEES

1.12 The Central Board (EPF), which is a tripartite statutory body constituted by the Central Government under Section 5A of the Act, has the responsibility to administer the Act & the three

Schemes framed under the Act. Hon'ble Union Minister of Labour & Employment, Government of India is the Chairman of the Board. The tenure of the Board is for five years. The constitution of the Board as per section 5A of the Act is as under:

- Chairman - 01
- Vice Chairman - 01
- Central Provident Fund Commissioner - 01 Member Secretary (ex-officio)
- Central Government's representatives - 05
- State Governments' representatives - 15
- Employers' representatives - 10
- Employees' representatives - 10

The main functions of the Central Board are:

- Administration of the funds vested in the Board.
- Delegation of Administrative & Financial powers as it may deem necessary for efficient administration of the Schemes.
- Appointment of Officers and Staff.
- Maintenance of Accounts of Income & Expenditure in prescribed form and manner.
- Submission of Audited Accounts (with comments of CAG) and Annual Report on performance of EPFO to the Government.

1.13 The Board was reconstituted by the Ministry of Labour & Employment, Government of India on 09.11.2018.

1.14 During the year 2018-19, four meetings of the Central Board were held. Shri Santosh Kumar Gangwar, Union Minister for State (I/C) Labour & Employment, Government of India, was the Chairman of the Board. Shri Heeralal Samariya, Secretary (L&E), Ministry of Labour & Employment, was Vice- Chairperson of the Board. The list of members of the Board as on 31.03.2019 is given in **Appendix-1(i)**.

Committees of the Central Board of Trustees

1.15 The Committees of the Central Board, consisting of the representatives of employers, employees, Government and domain experts are constituted to aid & advise the Board for specific purposes as detailed below:

A. Finance, Investment and Audit Committee

1.16 Composition of the Committee as on 31.03.2019 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairman
2.	1) Additional Secretary, Ministry of Labour & Employment 2) Additional Secretary & Financial Advisor, Ministry of Labour & Employment	Central Government representatives

3.	1) Shri Arun Chawla 2) Shri K.E. Raghunathan	Employers' representatives
4.	1) Shri Prabhakar J. Banasure 2) Shri A.K. Padmanabhan	Employees' representatives
5.	Joint Secretary (Insurance & Pension), Department of Financial Services, Ministry of Finance.	Domain Expert
6.	Financial Advisor & Chief Accounts Officer, EPFO	Convener

The Joint Secretary (Social Security), Ministry of Labour & Employment shall be 'special invitee' to the Finance, Investment and Audit committee.

The main functions of the Finance, Investment and Audit Committee (FIAC) are as under:

- To oversee the investments being done by the portfolio managers.
- To watch timely investment of trust money with a view to realizing the optimum return thereon.
- To issue such directions, as may be considered necessary, to the portfolio managers in regard to investment, re-investment of redemption proceeds, interest etc. in accordance with the prescribed pattern of investment & guidelines.
- To recommend rate of interest for the members of the Fund.
- To recommend formulation of guidelines for utilization of the Special Reserve Fund.
- Audit related issues.
- Appointment of consultant for selection of portfolio managers.
- Broad principles for inter se allocation of fund to portfolio managers.
- Any other work/ responsibility that may be assigned by the Board.

During the year 2018-19, five meetings of the Committee were held.

B. Pension & EDLI Implementation Committee

1.17 Composition of the Committee as on 31.03.2019 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairman
2.	i) Director/Deputy Secretary (Social Security), Ministry of Labour & Employment ii) Director/Deputy Secretary (Finance), Department of Financial Services, Ministry of Finance	Central Government representatives
3.	i) Shri M.L. Maurya ii) Shri Michael Dias	Employers' representatives

4.	i) Shri Sunkari Mallesham ii) Shri Harbhajan Singh Sidhu	Employees' representatives
5.	i) Actuary appointed for valuation of Pension Fund ii) Representative from PFRDA nominated by Department of Financial services/ PFRDA	Domain Experts
6.	Additional Central Provident Fund Commissioner (HQ) Pension	Convener

The terms of reference of the Committee are as under:

- To review the functioning of the Employees' Pension Scheme, 1995 and Employees' Deposit Linked Insurance Scheme, 1976 and to consider suggestions/proposals for amendment/improvement in these two schemes.

During the year 2018-19, one meeting of the Committee was held.

C. Exempted Establishments' Committee

1.18 Composition of the Committee as on 31.03.2019 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairman
2.	i) Additional Secretary & Financial Advisor, Ministry of Labour & Employment ii) Joint Secretary (Social Security), Ministry of Labour & Employment	Central Government representatives
3.	i) Shri Ashish Wig ii) Shri Govind Lele	Employers' representatives
4.	i) Shri Virjesh Upadhyay ii) Shri Ramendra Kumar	Employees' representatives
5.	Additional Central Provident Fund Commissioner (HQ) Exemption	Convener

The terms of reference of the Committee are as under:

- To oversee the working of exempted establishments in all respects and to make suggestions for consideration of the Board to improve working of the exempted establishments.
- To consider and suggest additional guidelines for grant of exemption/relaxation.
- To review the role of exempted trusts in the context of changing business environment and current experience.

During the year 2018-19, one meeting of the Committee was held.

EXECUTIVE COMMITTEE, CENTRAL BOARD (EPF)

1.19 The Executive Committee is a statutory committee, which is constituted from amongst the members of the Central Board of Trustees by the Central Government under Section 5AA of the Act. Its purpose is to assist the Central Board of Trustees, EPF in performance of its functions. The term

of the Executive Committee is two years & six months. However, a member continues to hold office until the appointment of his successor is notified in the Official Gazette. The Chairperson of the Executive Committee is appointed by the Central Government from amongst the members of the Central Board. As per Section 5AA, the constitution of the Executive Committee is as under:-

- Chairperson - 01
- Central Provident Fund Commissioner - 01 Member Secretary (ex-officio)
- Central Government's representatives - 02
- State Governments' representatives - 03
- Employers' representatives - 03
- Employees' representatives - 03

1.20 The Executive Committee, CBT (EPF) was reconstituted under Section 5AA of the EPF & MP Act, 1952 by the Central Government on 24.11.2016 (Vide Gazette Notification No. V-22012/1/2006-SS.II dated 24.11.2016) and was amended on 15.02.2019 (Vide Gazette Notification No. V-22012/1/2006-SS.II dated 15.02.2019).

1.21 During the year 2018-19, two meetings of the Executive Committee, CBT (EPF) were held. The meetings were chaired by Shri Heeralal Samariya, Secretary (L&E), Ministry of Labour & Employment New Delhi. The list of members of Executive Committee as on 31.03.2019 is given in **Appendix– 1(ii)**.

SUB-COMMITTEES OF EXECUTIVE COMMITTEE, CENTRAL BOARD (EPF)

1.22 The Sub-Committees of Executive Committee are constituted for specific purposes to aid and advise the Executive Committee. The Sub-Committees of the Executive Committee, CBT (EPF) consist of representatives of employers, employees, Government and domain experts. The details are as under:-

A. Sub-Committee on IT Reforms.

1.23 Members of the Sub-Committee as on 08.11.2018* are as under:-

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairman
2.	i) Additional Secretary, Ministry of Labour & Employment ii) Financial Advisor, Ministry of Labour & Employment iii) Additional Secretary, Ministry of Electronics & Information Technology or his representative.	Central Government representatives
3.	Dr. U.D. Choubey	Employers' representative
4.	Dr. G. Sanjeeva Reddy	Employees' representative
5.	i) Representative from National Informatics Centre (NIC). ii) Representative from Ministry of Electronics & Information Technology, Government of India.	Domain Experts
6.	Additional Central PF Commissioner (Information Services), EPFO.	Convener

*After reconstitution of CBT (EPF) on 09.11.2018, the sub-committee is also due to be reconstituted.

1.24 The terms of reference of the Sub-Committee on IT Reforms, Executive Committee, CBT, EPF are as under:

- To recommend policy level decisions for implementation of IT Reforms in EPFO.
- To oversee entire process of IT Reforms in EPFO.
- Any other matter referred by Chairman, CBT, Executive Committee or the Central PF Commissioner.

During the year 2018-19, no meeting of the Sub-Committee was held.

B. Sub-Committee on Building & Construction.

1.25 Members of the Sub-Committee as on 08.11.2018* are as under

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairman
2.	Joint Secretary & Financial Advisor, Ministry of Labour & Employment	Central Government representative
3.	Shri Ravi Wig	Employers' Representative
4.	Shri M. J. Rao	Employees' representative
5.	Chief Engineer, Employees' State Insurance Corporation	Domain Expert
6.	Chief Engineer, Physical Facilities Division, EPFO	Convener

*After reconstitution of CBT (EPF) on 09.11.2018, the sub-committee is also due to be reconstituted.

1.26 The terms of reference of the Sub-Committee on Building & Construction are as under:

- To examine proposals for acquiring/purchase of land and building/construction referred to the Executive Committee.
- To examine the proposals for acquiring land/building, construction including technical feasibility, financial viability and drawings etc. which require consideration of the Executive Committee, other than those proposals involving acquiring of land/building, construction from or through the Central or State/Public Sector Undertakings.

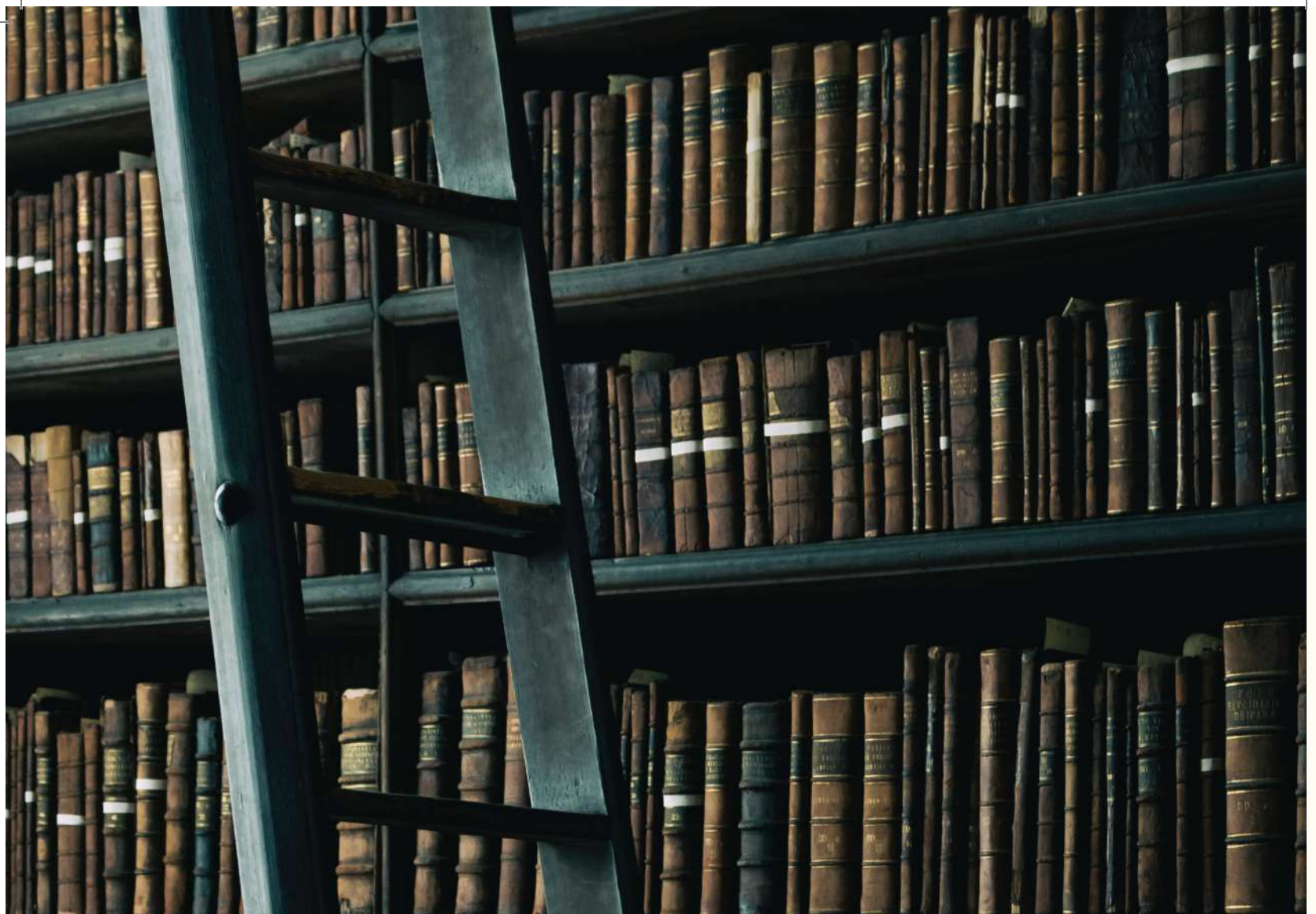
During the year 2018-19, one meeting of the Sub-Committee was held.

REGIONAL COMMITTEES (EPF) FOR THE STATES/UNION TERRITORIES.

1.27 The Regional Committees (Employees' Provident Fund) for States are constituted under the provisions of Para 4 of Employees' Provident Funds Scheme, 1952. The Chairman, Central Board, is the competent authority to constitute the Regional Committee (EPF) for the State. The term of each Regional committee is three years from the date of notification in the Official Gazette. According to para 4 of EPF Scheme, 1952, a Regional Committee for a State is constituted to advise the Central Board on matters connected with the administration of the Scheme in the State and in particular on:-

- Progress of recovery of provident fund contributions and other charges
- Expeditious disposal of prosecution cases
- Speedy settlement of claims
- Annual rendering of accounts to members of the Fund, and
- Speedy sanction of advances.

1.28 24 Regional Committees (EPF) for the States/Union Territories in the country have been constituted in accordance with Para 4 of EPF Scheme. According to para 5 of EPF Scheme, 1952, the term of office of the Chairman and every member of the Regional Committee is 3 years. However, the members of the Regional Committee continue to hold office until the appointment of their successors is notified in the Official Gazette. The State Governments for which the Regional Committees were due for reconstitution, were requested to expedite proposals for reconstitution of Regional Committees. The provisions of the EPF Scheme, 1952 mandate that Regional Committee, EPF of a State should meet at least two times in a financial year. Advisories have been issued to the Secretaries of the Regional Committees to ensure that the required number of meetings are held.



CHAPTER 2

OVERVIEW OF THE ACT & SCHEMES

APPLICATION OF THE ACT

COMPULSORY COVERAGE

2.1 The Act extends to whole of India, except the State of Jammu and Kashmir. The Act is at present applicable:

- to every establishment, which is a factory engaged in any industry specified in Schedule - I to the Act in which twenty or more persons are employed; and
- to any other establishment employing twenty or more persons or class of such establishments which the Central Government notifies in the Official Gazette.

2.2 In case of Cine-Workers, the required employees strength for the purpose of coverage under the Act is five.

VOLUNTARY COVERAGE

2.3 An establishment which is not otherwise coverable under the Act can be covered voluntarily where the employer and the majority of its employees have agreed that the provisions of the Act should be made applicable to their establishment under Section 1(4) of the Act from the date of agreement or from any subsequent date specified in such agreement. During the year, the number of such voluntarily covered establishments was 31592.

EXCLUSION FROM COVERAGE

2.4 The Act does not apply to:

- any establishment registered under the Co-operative Societies Act, 1912 (2 of 1912), or under any other law for the time being in force in any State relating to co-operative societies employing less than 50 persons and working without the aid of power;
- any other establishment belonging to or under the control of the Central Government or a State Government and whose employees are entitled to the benefit of contributory provident fund or old age pension in accordance with any scheme or rule framed by the Central Government or the State Government governing such benefits; or
- any other establishment set up under any Central, Provincial or State Act and whose employees are entitled to the benefits of contributory provident fund or old age pension in accordance with any scheme or rule framed under that Act governing such benefits.

SCHEDULE OF INDUSTRIES / CLASSES OF ESTABLISHMENTS

2.5 The Act is applicable to factories engaged in industries specified in Schedule-I of the Act and to establishments/classes of establishments notified by the Central Government.

2.6 Industry/Class wise establishments and members as on 31.03.2019 is given in **Appendix-2(i)**. Zone and Office-wise position is given in **Appendix-2(ii)** and State-wise position is given in **Appendix-2(iii)**.

2.7 Maharashtra State followed by Tamilnadu has the largest number of members. It may also be noted that 59.22% of the members are concentrated in five states namely Maharashtra, Tamilnadu, Karnataka, Delhi, and Gujarat.

2.8 Out of the Industries/Classes of establishments, to which the Act applies, 89.42% members and 81.58% establishments are concentrated in 25 categories indicated in **Appendix-2(iv)**.

ELIGIBILITY FOR MEMBERSHIP OF EMPLOYEES' PROVIDENT FUNDS SCHEME, 1952

2.9 At the time of inception of the Scheme, an employee who was in receipt of pay upto Rs.300/- per month and who worked for one year was eligible for membership of the Fund. Chronological order of the change of wage ceiling and qualifying period for enrolment as member under the Scheme is given below:

CHRONOLOGICAL ORDER OF THE CHANGE OF WAGE CEILING (PARA 2(f) OF EPF SCHEME 1952)	
Period	Wage limit per month
01.11.1952 to 31.05.1957	Rs. 300/-
01.06.1957 to 30.12.1962	Rs.500/-
31.12.1962 to 10.12.1976	Rs.1,000/-

11.12.1976 to 31.08.1985	Rs. 1,600/-
01.09.1985 to 31.10.1990	Rs. 2,500/-
01.11.1990 to 30.09.1994	Rs.3,500/-
01.10.1994 to 31.05.2001	Rs.5,000/-
01.06.2001 to 31.08.2014	Rs.6,500/-
01.09.2014 onwards	Rs.15,000/-
QUALIFYING PERIOD OF SERVICE FOR ENROLMENT OF AN EMPLOYEE (Para 26 of the EPF SCHEME 1952)	
From the inception of the EPF Scheme, in 1952 till 02.12.1971	Completion of one year's continuous service or has actually not less than 240 working days within a period of one year or less, whichever is earlier.
From 03.12.1971 to 09.08.1974	Completion of one year's continuous service or has actually not less than 240 working days within a period of one year or less or has been declared permanent in any such factory or other establishment, whichever is the earliest.
From 10.08.1974 to 30.01.1981	Completion of six months continuous service or has actually worked for not less than 120 days within a period of six months or less or has been declared permanent in any such factory or other establishment, whichever is the earliest.
From 31.01.1981 to 31.10.1990	Completion of three months continuous service or has actually worked for not less than 60 days within a period of three months or has been declared permanent in any such factory or other establishment, whichever is the earliest.
From 01.11.1990 onwards	From the date of joining the factory/ establishment

EMPLOYEES' PENSION SCHEME,1995

BRIEF HISTORICAL NOTE

2.10 The Employees' Pension Scheme, 1995 (EPS) came into effect on 16th November, 1995 and with its introduction the erstwhile Employees' Family Pension Scheme, 1971 (EFPS) ceased to operate and all the assets and liabilities of the old scheme were transferred and merged with the Employees' Pension Fund. The benefits and entitlements of the beneficiaries under the old scheme (EFPS) are protected and continued under the new EPS, 1995.

2.11 The EPS has been designed on the principles of a "Defined Contribution - Defined Benefit" Social Insurance Scheme and adopts "actuarial principles" for ensuring long term financial viability. The Scheme aims at providing economic sustenance during old age and survivorship coverage to members and their families. The Employees' Pension Scheme, 1995 is funded by diversion of 8.33% from the monthly Employer's share of Provident Fund contributions as well as a contribution of 1.16% of the monthly wages (limited to the amount payable on pay of fifteen thousand rupees only) by the Central Government.

APPLICABILITY

2.12 The EPS at its inception applied compulsorily to all the existing members of the Employees Provident Fund who were contributing to the Employees' Family Pension Scheme, 1971. The new entrants, as members of Provident Fund from 16.11.95 onwards also acquired membership of the Scheme on compulsory basis. However, the same is restricted to the statutory salary ceiling of Rs. 15000/- since 1st September 2014. The existing members of the Employees Provident Fund as on 15.11.1995 who had not opted for joining the erstwhile Employees' Family Pension Scheme, 1971 were given an option for joining this scheme.

2.13 The EPS though effective from 16.11.95 has a provision for retrospective optional application from 01.04.93 for outgoing members of the ceased Employees' Family Pension Scheme, 1971 and its beneficiaries during the period between 01.04.93 to 15.11.95. Members of the old scheme who had died between 01.04.93 and 16.11.95 were deemed to have joined the new scheme and their beneficiaries were entitled for pension benefits under EPS, 1995.

BENEFITS

2.14 The EPS provides a comprehensive set of benefits which covers a broad spectrum of contingencies ensuring social security protection in the old age of the members and their families. The different categories of pension and withdrawal benefits that are available under EPS are as under:

- Member Pension on superannuation.
- Early member pension.
- Disability Pension on permanent and total disablement during the service.
- Widow/Widower Pension on death of member or Pensioner.
- Children Pension for 2 children at a time till the age of 25 years on death of the member.
- Orphan Pension paid to maximum 2 orphans at a time till the age of 25 years on death of member when spouse pension is not payable or on death of spouse.
- Disabled Children/Orphan Pension paid for entire life of the disabled child/Orphan.
- Nominee Pension paid on death of member and paid for life to the nominee in case there is no family as defined under EPS-1995.
- Pension to dependent father/mother paid on death of member provided there is no family or nominee of the member.
- Withdrawal benefit paid on exit from service or on superannuation provided member has not rendered service eligible for Pension.

2.15 The EPS is a vast improvement over the erstwhile Employees' Family Pension Scheme, 1971, under which only widow/widower pension was payable in case of death while in reckonable service and prior to completion of 60 years of age. In the absence of spouse or on cessation of spouse pension, the eldest child was eligible for pension up to the age of 25 years and in turn to other children one at a time, subject to the age limit of 25 years. There was no provision for pension to members on superannuation/retirement or disablement, and the employee was entitled to withdrawal benefit only.

ELIGIBILITY

2.16 A member of the EPS becomes eligible for superannuation / early pension under the EPS on fulfilling:

- Minimum 10 years of eligible service; and
- Attaining age of 58/50 years.

On cessation of employment before completing 58 years a member can opt for early pension. Such early pension can be availed only after completing 50 years of age and it will be subject to discounting factor at the rate of 4% (w.e.f. 26.9.2008) for every year falling short of 58 years. No member pension is payable before attaining the age of 50 years. However, no such age or minimum eligibility service criteria shall apply for pension entitlement in case of disablement or death of the member and even membership with one month contribution will suffice in such cases.

The quantum of pension payable to a member on superannuation and/or exit from service on attaining the age of 58/50 years depends upon two variables; first, the period of pensionable service rendered by the member and secondly the pensionable salary which is the average wages of the preceding 60 months prior to exit.

Members having service prior to 16-11-1995, have the added benefit of past service pension for the period of their membership under the erstwhile Employees' Family Pension Scheme, 1971 as per values in the tables provided in the scheme.

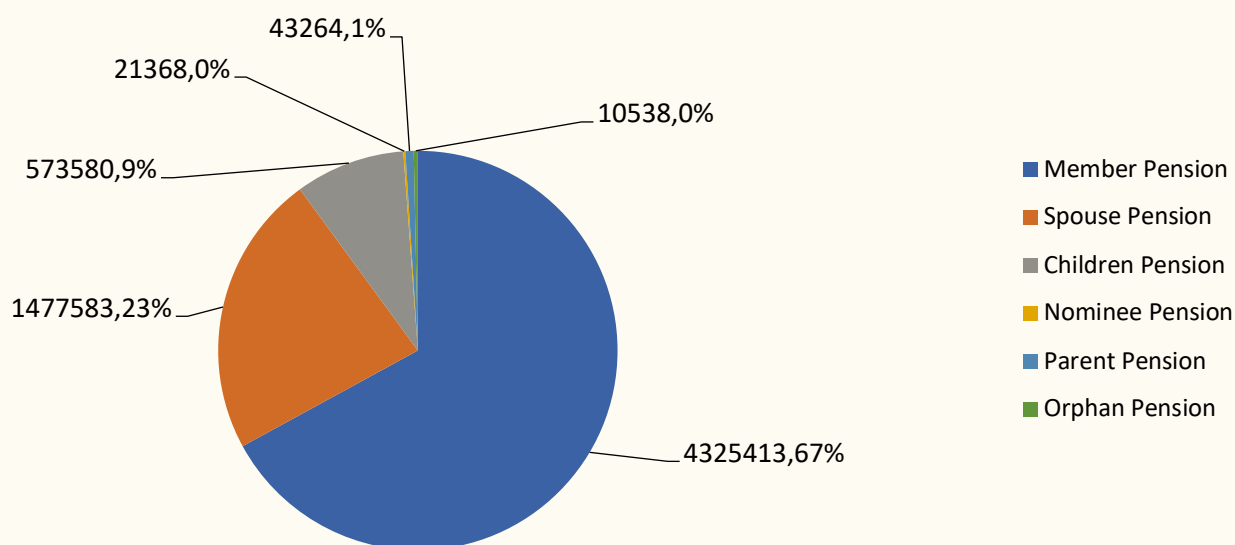
PENSIONERS

2.17 The EPS has since its inception grown in terms of the beneficiaries at a rapid pace. In the last five years the overall growth in terms of the pensioners being benefited by the scheme has increased at more than 5% to 10% on year to year basis. The increase in the number of pensioners in the last five years is given in the table and the graph below:

Distribution of Pension Categories under the Employees' Pension Scheme, 1995							
Year	Member Pension	Spouse Pension	Children Pension	Nominee Pension	Parent Pension	Orphan Pension	Total Pensioners
2014-15	3566857	890537	586935	10069	19884	30115	5104397
2015-16	3783251	930372	574137	10058	23038	36925	5357781
2016-17	3875335	1139764	570519	12300	31261	20618	5649797
2017-18	4211685	1431613	556510	10562	41740	21080	6273190
2018-19	4325413	1477583	573580	10538	43264	21368	6451746

2.18 Among the pensioners, the category of member pensioners constitutes almost 67% of the total number of pensioners with the spouse and children pensioners constituting about 32% of the pensioners. The distribution of pensioners in the year 2018-2019 is shown in the figure below:-

Pensioners in 2018-2019

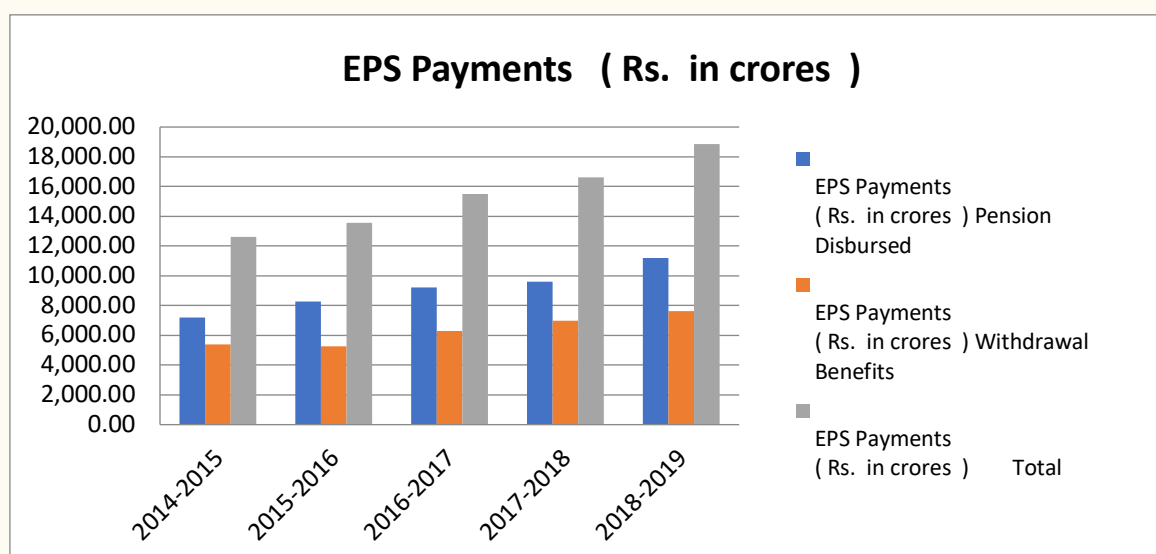


Classification of pensioners of EPS,1995 into various categories as on 31.03.2019 is shown at **Appendix-2(v)**.

EPS FUND RECEIPTS, PAYMENTS AND CORPUS

2.19 With the increase in the number of pensioners, the amount disbursed as pension has also shown a steady increase over the years. However, the Fund has not witnessed any cash flow problems till now in spite of there being a projected actuarial deficit in the valuation of the Fund. The receipts and payment outgo from the fund in the previous five years is depicted in the tables and the graph below:

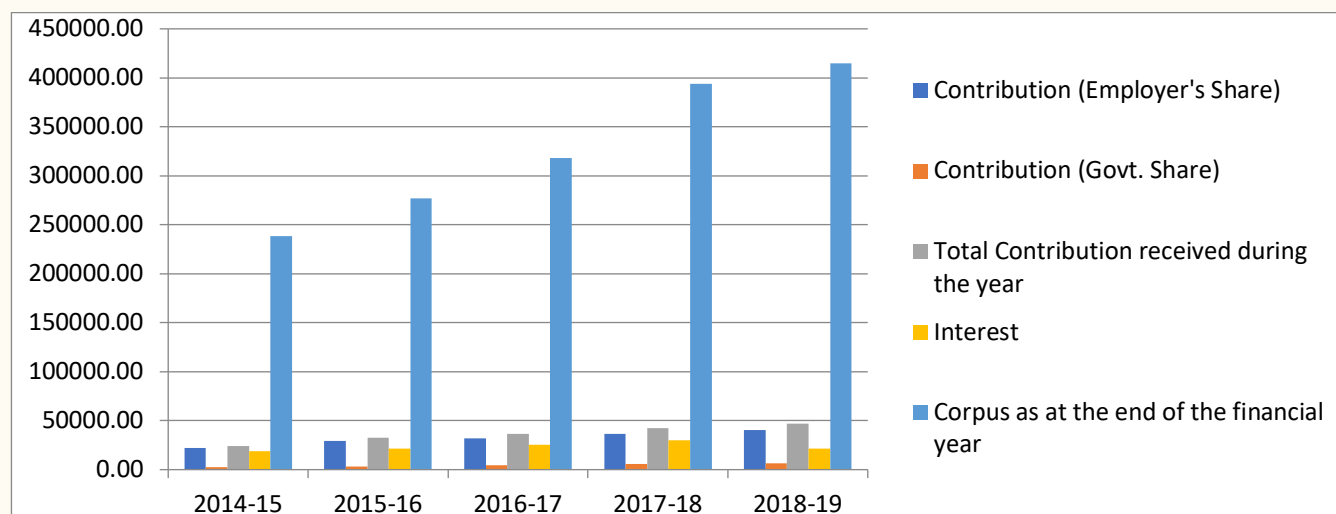
EPS Payments			(Rs. in crores)
Year	Pension Disbursed	Withdrawal Benefits	Total
2014-2015	7,212.53	5,388.41	12,600.94
2015-2016	8,263.04	5,282.13	13,545.17
2016-2017	9,212.25	6,297.98	15,510.23
2017-2018	9613.59	6983.45	16,597.04
2018-2019	11207.34	7636.41	18,843.75



2.20 Along with the increase in the pension and withdrawal benefit payments there has been a continuous increase in the receipts and corpus given the growth in the membership as well as general increase in wages. The growth in the receipts and corpus in the previous five years are given in the table and the graph below.

Pension Fund Receipts & Corpus (Rs in crores)					
Year	Contribution (Employer's share)	Contribution (Govt. share)	Total Contribution received during the year	Interest	Corpus as at the end of Financial Year
2014-2015	21,951.70	2,299.80	24,251.50	19,097.28	2,38,531.84
2015-2016	29,026.88	3,280.20	32,307.08	21,662.14	2,77,077.20
2016-2017	32,108.65	4,284.80	36,393.45	25,381.19	3,18,412.38
2017-2018	36,618.23	5,757.42	42,375.65	30,260.66	3,93,604.40
2018-2019	40,259.74	6,401.90	46,661.64	32,982.68	4,37,762.54

Pension Fund Receipts & Corpus



The accumulated corpus of the EPS has grown steadily and since the year 2014-15 the corpus has increased by almost 73.85%

IMPLEMENTATION OF MINIMUM PENSION PROVISION

2.21 During the year 2014-15, one of the long awaited demands for implementation of the minimum pension was given effect to. The Central Government had issued Gazette Notification No. 593(E) dated 19.08.2014 providing a minimum pension of Rs.1,000/- per month for member / widow(er) / disabled/ nominee/ dependent parent pensioners, Rs.750/- per month for orphan pensioners and Rs.250/- per month for children pensioners.

The payment of pension with the revised minimum pension applicable has commenced from September, 2014. The details of pensioners benefited, and the amount disbursed in respect of them in the last three years are as follows:

Year	No. of Pensioners benefited	Amount paid as per original pension (Rs. in crores)	Amount Paid as per minimum pension notification (Rs. in crores)	Difference amount (Rs. in crores)
2016-17	18,34,624	1,333.63	2,146.69	813.06
2017-18	17,21,904	1,342.47	2,177.30	834.83
2018-19	20,03,143	1,433.64	2,354.07	920.43

2.22 After implementation of the minimum pension notification, the pension for all member/widow(er)/disabled/nominee/dependent parent pensioners whose original pension was less than Rs.1,000/- p.m., has been fixed at the minimum of Rs.1,000/- p.m. Deductions on account of benefits availed by members on the basis of choice exercised at the time of making claims like Commutation, Return of Capital and Short Service are applied on the minimum pension of Rs.1,000/- p.m. The determination of pension under EPS, 1995 after implementation of the minimum pension notification is in consonance with the provisions of the scheme as well as the amendments introduced thereto vide the minimum pension notification referred above. Allowing the minimum pension of Rs.1,000/- p.m. without regard to deduction on account of Commutation, Return of Capital etc. would be iniquitous and unfair vis-à-vis the pensioners who had not taken these benefits at the time of claim and opted to take only the original pension without any optional benefits.

The month-wise details of Pensioners benefited from minimum pension of Rs.1000/- per month for the year 2018-2019 is given **Appendix-2(vi)**.

ACTUARIAL VALUATION OF THE EMPLOYEES' PENSION SCHEME, 1995

2.23 Employees' Pension Scheme, 1995 is a funded scheme with combined features of Defined Benefit and Defined Contribution. Accordingly, the scheme prescribes the rate of contribution payable as well as the scale of benefits admissible. A provision has been made under Para 32 of the Employees' Pension Scheme, 1995 for annual valuation of Employees' Pension Fund by a Valuer appointed by the Central Government.

The process of appointment of Actuary for the 22nd and 23rd valuation of Employees' Pension Fund for the year 2017-18 and 2018-19 has been completed and the work of valuation has been initiated. Details are given in **Appendix-2(vii)**.

PENSION DISBURSEMENT

2.24 The disbursement of pension is being carried out at present using the Core Banking System (CBS) platform of pension disbursement banks. Instructions were issued to field offices to ensure that pension was credited to the pensioners' accounts on the first working day of the month.

2.25 The disbursement of monthly pension benefits is carried out through the network of branches of banks with which agreements have been made. The Regional Offices have entered into agreements with Nationalized Commercial Banks for this purpose. Centralized pension disbursement arrangements/ agreements have also been made with HDFC Bank, ICICI Bank, Axis Bank and post offices to disburse pension and other benefits all over India.

2.26 The region-wise list of banks with which various Regional Offices have made agreements/arrangements is given at **Appendix-2(viii)**.

EMPLOYEES' DEPOSIT LINKED INSURANCE SCHEME,1976.

2.27 Insurance Scheme came into force on 1st August,1976. This Scheme is supported by a nominal contribution by the employers. No contribution is payable by the employees for availing Insurance cover.

APPLICATION AND COVERAGE

2.28 Insurance Scheme is applicable to all factories/establishments to which the EPF Act 1952 applies. All the employees who are members of the provident fund are members of this Scheme.

BENEFITS UNDER THE SCHEME

2.29 The following benefits are provided in case of death of an employee who was member of the scheme at the time of death:-

- The family will get an amount linked to either the average balance in PF account during preceding 12 months or during the period of his membership, whichever is less, except where the average balance exceeds rupees fifty thousand, the amount payable shall be rupees fifty thousand plus 40% of the amount in excess of rupees fifty thousand subject to a ceiling of rupees one lakh. The benefit will be further increased by twenty percent.
- where the deceased member was in the employment of the same establishment for a continuous period of twelve months, preceding the month in which he died, the quantum of benefits will be the average monthly wages drawn (subject to a maximum of Rs.15,000/-) during the twelve months preceding the month in which employee died, multiplied by thirty times plus fifty percent of the average balance in the account of the deceased in the Fund or of a provident fund exempted under section 17 of the Act or under, paragraph 27 or 27A of the Employees' Provident Funds Scheme, 1952, as the case may be, during the preceding twelve months or during the period of his membership, whichever is less subject to a ceiling of one lakh and fifty thousand rupees.

Provided that where the member has rendered continuous service of one year in the same establishment, the assurance benefit shall not be less than two lakh and fifty thousand rupees and should not exceed six lakh rupees.



Chapter 3

PERFORMANCE MANAGEMENT IN EPFO

The indicative performance and service delivery parameters are laid out in the Citizen's Charter of the Organization.

VISION

3.1 Employees' Provident Fund Organisation has a vision to reposition itself as a world class Social Security Organisation providing futuristic services meeting the growing requirements of all categories of its stakeholders. EPFO Vision 2030 envisages:-

- Universal Social Security Coverage on mandatory basis by way of Provident Fund, Pension and Life Insurance for all workers of the country;
- Online Services for all EPFO benefits with State-of-the-Art Technology;
- Implementation of policies for a benefit structure with adequate support level of social security.

MISSION

3.2 Our mission is to extend the reach and quality of publicly managed old age income security programs through consistent and ever-improving standards of compliance and benefit delivery in a

manner that wins the approval and confidence of members in our methods, fairness, honesty and integrity, thereby contributing to the economic and social well-being of the nation.

3.3 Technology-driven and hassle-free services envisaged to improve the level of trust on the functioning of EPFO include:-

- Providing minimum interface but maximum output from EPFO offices.
- Providing improved and reliable facility for online services.
- Providing real time monthly updation of member accounts.
- Providing online access to member account.
- Ensuring one Employee one EPF account
- Reducing the time for settlement of claims to 3 days.
- Facilitating ease of compliance.
- Encouraging and promoting voluntary compliance.
- Keeping up vigil and ensure proper compliance by all establishments.
- Further improvising easy interaction with EPFO to obtain information or seek redressal.

SERVICE STANDARDS

3.4 The details of service standards of the Citizen Charter are as follows:-

S. NO.	MAIN SERVICES		STANDARDS*
	Forms	Introduced New Forms	
1.	Settlement of form-19 (PF – final withdrawal)	Composite Claim Form (Aadhar) & (Non-Aadhar)	10 days
2.	Settlement of form 31 (PF – part withdrawal)	Composite Claim Form (Aadhar) & (Non- Aadhar)	10 days
3.	Settlement of form 13 (PF - transfer)		10 days
4.	Settlement of form 14 (PF – payment of life insurance premium)		10 days
5.	Settlement of form 20 (PF – final withdrawal by nominee on death of member)	Composite Claim Form in Death Cases.	7 days
6.	Settlement of form 10D (Pension – monthly pension)	Composite Claim Form in Death Cases.	7 days
7.	Settlement of form 10C (Pension – Withdrawal Benefit/Scheme Certificate)	Composite Claim Form (Aadhar) & (Non-Aadhar)	10 days
8.	Settlement of form 5IF (Insurance – payment to nominee on death of employee while in service)	Composite Claim Form in Death Cases.	7 days
9.	Redressal of grievances		15 days
10.	Issue of annual accounts slips		By 31 st May of the following year

*EPFO aims to achieve these targets which are higher than the mandatory standards of service. All EPFO payments are routed through Electronic and Digital Fund transfer system.

RIGHTS OF MEMBERS

3.5 Rights of members are as follows:-

- Right to membership of PF, Pension and EDLI schemes for every employee of covered establishment subject to the scheme provisions.
- To avail the online services being provided by EPFO
- To obtain claim form free of cost from any Provident Fund office.
- To obtain assistance/guidance in filling up forms.
- To submit claim applications and obtain acknowledgement.
- To get partial withdrawals from provident fund settled within a maximum period of 10 days for specified purposes.
- To get final withdrawals from provident fund settled within 10 days from the date of submission of claim.
- To get provident fund accumulations transferred to members' new account within 10 days of application on change of employment.
- To execute nomination for receiving provident fund accumulations/pension.
- To register grievance and get redressal within 15 days.
- To approach any officer for redressal of grievance in respect of an establishment, including an exempted establishment, without prior appointment.
- To receive monthly payment of pension under the scheme.
- To obtain Universal Account Number (UAN) from EPFO.

RIGHTS OF EMPLOYERS

3.6 Rights of employers are as follows:-

- To demand from the visiting Enforcement Officer an Identity Card.
- To get the Business Number (PF code number) allotted electronically for complying with the provisions of law.
- To approach EPFO & seek clarifications/guidance relating to provident fund matters.
- To avail the online services for filing returns and remit the contributions.
- To have at least one Nodal /Relationship Officer in each field office.
- To have time line for the disposal of various tasks like 7A enquires.
- To have right to meet the Officer in-charge.

GRIEVANCE REDRESSAL MECHANISM

3.7 Name and contact details of Public Grievance Officer at the Head Office.

Additional Central PF Commissioner (CSD)
Employees' Provident Fund Organisation
Bhavishya Nidhi Bhawan, 14 Bhikaiji Cama Place
New Delhi-110066

(Contact details available on www.epfindia.gov.in)

URL to lodge grievance: www.epfigms.gov.in
www.pgportal.gov.in

TIMELINE FOR REDRESSAL: 15 days

3.8 General time limit for settlement of any grievance shall be 15 days. In case of non-redressal, the grievance will be escalated to next higher authority. If a member has mentioned his/her e-mail ID, acknowledgement as well as response will be communicated through e-mail. There is also provision to reply to the address of the member through hard copy.

STAKEHOLDERS

3.9 The service standards mentioned in the three Schemes under the EPF & MP Act, 1952 will be applicable to EPFO stakeholders, namely, the employees and employers.

RESPONSIBILITY CENTERS AND ORGANISATION'S PRESENCE

3.10 EPFO has a nationwide network of 21 Zonal Offices and 135 Regional Offices, 114 District Offices, 05 Special State Offices and 04 Service centres. The centres in these offices reach out to the stakeholders and ensure extension of Social Security services. List of EPFO offices is at **Appendix-3(i)**.

INDICATIVE EXPECTATIONS FROM THE SERVICE RECIPIENTS

Members

- Immediately after joining an establishment, the member should submit his/her UAN with declaration regarding previous membership of Fund to the employer (Para 34, EPF Scheme 1952).
- Member should submit his/her nomination in Form 2 to his/her employer for onward submission to EPFO after authenticating it or submit the same online.
- Members should furnish Aadhar card as well as the KYC information correctly in their accounts.

Employers

- Every month the employer should electronically submit monthly return in ECR format and the corresponding remittance.
- The employer should submit particulars of members joining service and/or leaving service in the prescribed form and manner. The employer should also submit nomination form in respect of each member in the prescribed form and manner. [Para 36 (2), Para 61, EPF Scheme 1952]
- Employer should submit Aadhar card and other requisite KYC information in respect of their employee member.

Details of the Act, Scheme, benefits, duties of employers and contractors etc are available at www.epfindia.gov.in

Unified portal for employers and employees is available at <https://www.unifiedportal.epfindia.gov.in>

3.11 There are various types of figures about the number of members EPFO caters to. In this regard, following would be relevant to understand the issue:-

- Member means a member of the Employees' Provident Fund, i.e. a member having PF balance in his/her PF account. As on 31st March 2019, there were 22.92 crore members.
- Universal Account Number (UAN) has been allotted to all members in respect of whom at least one contribution has been received since January 2014. There were 14.15 crore UANs issued as on 31st March 2019.
- Contributing members are those in respect of whom regular contributions are being remitted by the establishments. During 2018-19, there were an average of 4.69 crore contributing members.

3.12 Similarly, as regards establishments, following would be relevant:-

- Establishments registered with EPFO - Establishments and their branches can apply for and get unique PF code numbers. There are 12,34,282 unique PF code numbers registered with EPFO as on 31st March 2019. 12,30,768 are PF un-exempted codes and 3,514 are PF exempted codes.
- Average number of contributing establishments during the year 2018-19 was 6,20,690.

SERVICE AREA

- 1,02,666 additional establishments were given PF codes during the year taking the cumulative total to 12.34 lac on 31st March, 2019.
- 6.21 lac establishments remitted dues in respect of 4.69 crore members. Details are given in **Appendix-3(ii)**.
- During the year, 163.78 lac claims were settled. Summary of all claims settled is given in **Appendix-3(iii)**. Zone and category wise settlement of claims is given in **Appendices-3(iv) to 3(x)**.
- During the year, EPFO catered to 64.52 lac pensioners.
- During the year, 2,021.10 lac Annual Statements of Accounts were updated. Details are given in **Appendix-3(xi)**.

FINANCIAL AREA

- Contribution received during the year in un-exempted sector was Rs. 1,48,006.56 cr.
- Benefits paid during the year in un-exempted sector amounted to Rs. 81,180.27 cr.

COMPLIANCE AREA

- 1,11,427 enquiries were concluded:-
14,305 under Section 7A of the Act and 97,122 under Section 14B of the Act.
- 51,166 enquiries were pending as on 31st March, 2019:-
18,737 under Section 7A of the Act and 32,429 under Section 14B of the Act. 13,293 (70.95%) enquiries under Section 7A of the Act were pending for more than six months and 20,283 (62.55%) enquiries under Section 14B were pending for more than six months.
- Rs. 3,772.60 cr. assessed as amount due from defaulting establishments during the year.
- Rs. 2,416.94 cr. recovered from defaulting unexempted establishments.
- Rs. 7,513.48 cr. remained outstanding to be recovered from unexempted establishments. (Rs. 3,086.52 cr. being Penal Damages and Interest).
- Rs. 1,408.77 cr. remained pending for recovery from exempted establishments.
- Total Amount of Rs. 8,922.25 cr. is pending for recovery as on 31st March, 2019.
- Total amount in Not Immediately Realisable (NIR) Category as on 31st March, 2019 was Rs. 4,795.38 cr. which is 63.82% of outstanding demand (Unexempted) of Rs. 7,513.48 cr. Following is the breakup of NIR category:-

Category	Amount Outsanding (Rs. in cr.)	% of NIR
Stay by Courts	3,708.66	77.34
Under Liquidation	658.96	13.74
BIFR	115.22	2.40
Others	312.54	6.52

3.13 Summary of Statistical Abstract (2018-19) is given in **Appendix-3(xii)**.



REGULATIONS

Chapter 4

COMPLIANCE MANAGEMENT IN EPFO

4.1 The Act is a Social Welfare Legislation enacted with a view to extend social security benefits in the form of Provident, Pension and Insurance Funds to the organised work force of the country engaged in the industries, factories and class of establishments to which the statute applies.

ROLE OF COMPLIANCE

4.2 The role of compliance begins with coverage of establishments under section 1(3)(a), 1(3)(b) or Section 1(4) of the Act. After coverage, the employers of the establishments are required to comply with the provisions envisaged under the Act and under the Schemes framed thereunder for enrolling their employees as Members of the Fund, deduct provident fund contributions from their salaries and deposit the same to the Fund along with their matching contribution. The employers are also required to deposit their dues towards the inspection and administrative charges under the Act.

ACTION IN CASE OF NON-COMPLIANCE

4.3 There may be the following types/issues of non-compliance on the part of the employers:

- Disputes on the applicability of the Act,
- Non-payment / delayed payment of provident fund and allied dues,
- Non- enrollment of all eligible Members,
- Non-submission of returns and other documents.

4.4 The following actions are provided in the Act that can be taken against defaulters to ensure compliance under the Act:

- **Action under Section 7A** – For deciding applicability of the Act in case of disputes and for determination of amounts due from any employer under the provisions of this Act, the Provident Fund Scheme or the Pension Scheme or the Insurance Scheme, as the case may be, inquiries under Section 7A are initiated. They are judicial in nature, thereby giving powers for enforcing attendance of any person or examining him on oath, requiring the discovery and production of documents, receiving evidence on affidavit and issuing commissions for examination of witnesses.
- **Action under Section 7Q** – Levy of simple interest at the rate of twelve percent per annum or at such higher rate as may be specified in the Scheme on any amount due from the employer under this Act from the date on which the amount has become so due till the date of its actual payment.
- **Action under Section 14B**– Levy of damages, as penalty, for belated remittance of contributions and administrative charges due from any employer or transfer of accumulations required to be transferred by him/her under sub-section (2) of Section 15 or sub-section (5) of Section 17 or in the payment of any charges payable under any other provision of this Act or the Schemes framed thereunder after giving a reasonable opportunity of being heard, and at such rates as specified in the Scheme.
- **Action under Section 8F** –Issue of prohibitory orders to third parties including post offices, bankers, insurance etc. to withhold any payment due or that may become due to the defaulting employers and to remit the same to the Fund for appropriation against Provident Fund and allied dues.
- **Action under Section 14**– Filing of prosecution cases against the defaulting employers before the appropriate courts of law for avoiding payment of dues, non-submission of statutory returns, making or causing to make false statement or representation, contravening any condition subject to which exemption was granted and of committing same offence repeatedly or any other contravention of provision of the Act or Schemes framed thereunder.
- **Complaint under Section 406/409 IPC** – Filing cases with police authorities or courts against the employers who fail to remit the employees' contribution to the Provident Fund after deducting the same from wages / salary of their employees which amounts to criminal breach of trust and is a cognizable offence.
- **Action under Section 110 Cr.PC** – Requiring the employers who habitually fail or attempt to fail in making payment of provident fund and allied dues to execute bond, with sureties, for good behavior with the Executive Magistrate.

4.5 e-GOVERNANCE INITIATIVES

- Common online coverage of establishments (OLRE) through the Shram Suvidha Portal.
- Introduction of e-proceedings for inquiries under Section 7A & 14B of the EPF & MP Act, 1952.

- Facility for auto calculation and deposit of dues under Section 7Q (interest) and under Section 14B (damages) of the EPF & MP Act, 1952 through ECR portal.
- Facility to see the compliance status of any registered establishment online on the 'Establishment Search Portal'.

EXEMPTION

4.6 Section 17 of the Act provides for grant of exemption to establishments from operation of the provisions of the Scheme(s). As per provisions of the Act, an applicant establishment has to seek exemption from each Scheme separately and choice lies with the establishment whether it wants exemption from one or two Scheme(s) or from all the three Schemes.

4.7 As per existing provisions, the following types of situations may arise with regard to exempted establishments :-

- EUU - Establishments exempted from EPF Scheme, 1952 only.
- UUE - Establishments exempted from EDLI Scheme, 1976 only.
- UEU - Establishments exempted from Employees Pension Scheme, 1995 only.
- EUE - Establishments exempted from EPF Scheme, 1952 and EDLI Scheme, 1976 only.
- EEU - Establishments exempted from EPF Scheme, 1952 and Employees Pension Scheme, 1995 only.
- UEE - Establishments exempted from EDLI Scheme, 1976 and Employees Pension Scheme, 1995 only.
- EEE - Establishments exempted from all the three Schemes.

4.8 To elaborate further, exemption from EPF Scheme, 1952 is of the following three types :-

- Exemption from EPF Scheme, 1952 for the establishment as a whole under Section 17(1)(a) to be granted by Appropriate Government by notification in the Official Gazette.
- Exemption from EPF Scheme, 1952 for the 'Class of Employees' under Para 27A of the EPF Scheme, 1952 read with Section 17(2) of the Act to be granted by Appropriate Government by order.
- Exemption from EPF Scheme, 1952 for individual employees under Para 27 of the EPF Scheme, 1952 read with Section 17(2) of the Act to be granted by Commissioner by order.

4.9 Exemption from operation of the EPF Scheme, 1952 is granted to an eligible establishment by Appropriate Governments on its application addressed to the Appropriate Government subject to terms and conditions of grant of exemption. Application for grant of exemption is submitted by employer with requisite documents to Regional P.F. Commissioner concerned who in turn forwards the same to EPFO, Head Office after getting the deficiencies removed. In EPFO, Head Office the proposals for grant of exemption are scrutinized and if found in order, are placed before the Central Board of Trustees, EPF for consideration and recommendation to Appropriate Governments. Once the proposal is through by the Board, it is forwarded to the Appropriate Government for issuance of Notification/Order in this regard. Exempted establishments are required to create a bi-partite Board of Trustees under the Chairmanship of the employer in relation to the establishment comprising of Trustees representing employer and employees. Consent of majority of employees of the applicant establishment is a prerequisite for grant of exemption, as all exemptions and Board of Trustees are founded on an agreement between the two stakeholders of the establishment.

4.10 Recent Initiatives–

- New software for filing of online returns –

A new software has been developed and deployed for the EPF exempted establishments to enable them to file the prescribed returns in an electronic manner. This system has two fold benefits. Firstly, it enables the EPF exempted establishments to submit the prescribed returns in a hassle free and convenient manner and secondly it helps EPFO to keep a close eye on the compliance status, probable defaults & default management due to availability of digitized database.

- Introduction of performance evaluation –

From July 2017, EPFO has introduced a performance evaluation of EPF exempted establishments to imbibe a healthy competition among the EPF exempted establishments. In the said system, EPF exempted establishments are evaluated on six key parameters and are given points based on their performance. On the basis of total points, a rank list of all the EPF exempted establishments, which have been given link for filing online returns, is generated and published on the official website of EPFO.

- Development and monitoring software for transfer of PF from exempted to un-exempted establishments, so that all stake holders get best returns and services.
- Study of best practices adopted by exempted Trusts and their implementation across all exempted Trusts.

EXEMPTION FROM THE EMPLOYEES' DEPOSIT LINKED INSURANCE SCHEME, 1976

4.11 On the request of the employer, the CPFC may, if requested so to do by the employer, by notification in the Official Gazette, and subject to such conditions as may be specified in the notification, exempt, any establishment from the operation of all or any of the provisions of the Insurance Scheme, if he is satisfied that the employees of such establishment are, without making any separate contribution or payment of premium, in enjoyment of benefits in the nature of life insurance, whether linked to their deposits in provident fund or not, and such benefits are more favorable to such employees than the benefits as admissible under the Insurance Scheme under section 17 (2A) of the Act. The Insurance Scheme may provide for the exemption of any person or class of persons employed in any establishment and covered by that scheme from the operation of all or any of the provisions thereof, if the benefits in the nature of life insurance admissible to such person or class of persons are more favorable than the benefits under the Insurance Scheme.

EXEMPTED ESTABLISHMENTS AND MEMBERS

4.12 There are 3514 PF exempted unique codes and there are 1414 PF exempted establishments. 1,04,81,450 member accounts are serviced by these exempted establishments as against 98,16,267 member accounts during the previous year.

STATE WISE CONCENTRATION OF ESTABLISHMENTS AND MEMBERS

4.13 Exempted member accounts are concentrated mainly in five states namely Maharashtra, Karnataka, West Bengal, Delhi and Tamil Nadu. These five States constitute 50.17% of the total exempted establishments and 74.82% of the total membership of the exempted sector.

CONTRIBUTIONS

4.14 An amount of Rs. 14,304.79 cr. was collected and transferred to the Private Trusts by the employers of exempted establishments as contributions during the year as against Rs.14,556.13 cr. during the previous year.

INSPECTION CHARGES

4.15 The employers of exempted establishments are required to pay the Inspection Charges @ 0.18% of the basic wages and DA including cash value of food concession and retaining allowance if any, to the EPFO.

CENTRAL ANALYSIS AND INTELLIGENCE UNIT (CAIU)

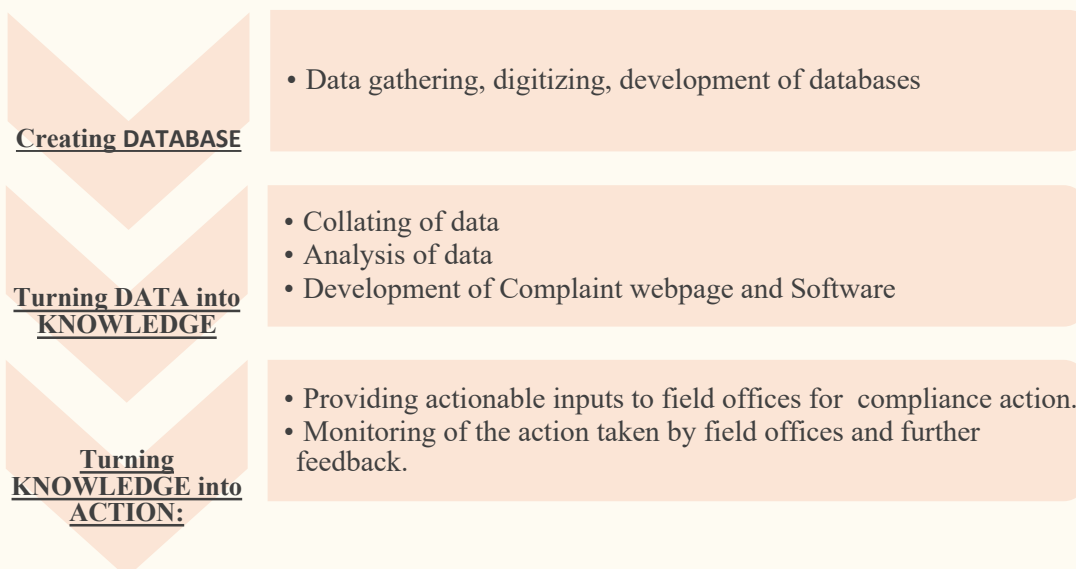
4.16 EPFO has set up a Central Analysis and Intelligence Unit (CAIU) for collecting and analyzing field level data for a transparent and accountable labour inspection system. The cases forwarded through Central Analysis & Intelligence Unit (CAIU) of EPFO are to be based on data and evidence.

a) Objective of CAIU - The broad objective of Central Analysis and Intelligence Unit (CAIU) has been defined as:

- To introduce an effective e-governance system in the compliance setup of EPF Organization and to ensure a transparent and effective service delivery mechanism for its stake-holders.
- Creation of database for targeted monitoring of establishments to achieve an optimum level of coverage of establishments and membership by developing linkages with other enforcement agencies.
- To act as the nodal agency for facilitating compliance, tracking, monitoring and initiating default control measures under the provisions of the EPF & MP Act, 1952.

b) Basic Processes involved in the work are as follows:

Central Analysis and Intelligence



Steps taken by CAIU so far;

- CAIU has made modifications in respect of defaulter's list. There are three categories of defaulters i.e. A, B & C.

'A' Category of defaulting establishments have defaulted for 4 or more wage months,

'B' Category of defaulting establishments have defaulted for 2 or 3 wage months and

'C' Category of defaulting establishments have defaulted for 1 wage month.

The system has been designed to identify the defaulters and prioritise action against such defaulters.

- CAIU has collected and collated actionable system assisted data on establishments in default and assigned it to field offices for inspection through CAIU link of Shram Suvidha Portal as per the approved Inspection Policy of EPFO.
 - CAIU has initiated process of sending soft letters through e-mail to all establishments in default – gently reminding the establishments of their statutory obligations in this regard.
 - CAIU has provided facility for online submission of Form 5A by all employers of covered establishments along with digital/e-signatures under the EPF & MP Act, 1952.
- c) CAIU has strived to perform at optimal level and has come a long way from 'just permitting inspections' to 'making endeavours in all the aspects as envisaged in its original document'.

RECOVERY OF ARREARS

4.17 Provisions for recovery of amount due from employers were inbuilt in the Employees' Provident Funds Ordinance, 1951, the Employees' Provident Funds Bill, 1952 and the Act. As per the modes of recovery provided, any amount due from an employer in respect of any contribution payable under this Act or towards the cost of administering the Fund payable by him under any Scheme could be recovered by the Appropriate Government in the same manner as arrears of land revenue. Requisitions used to be sent to the Certificate Officers/Revenue Officers of the respective State Governments for recovery of any money due from an employer in respect of any contribution payable under this Act or towards the cost of administering the Fund payable by him under any Scheme. The pace of recovery was very slow as there was no control over the State Governments. Therefore, evolving an institution of independent recovery machinery within the Organisation was thought of. Accordingly, Section 8 of the Principal Act was amended by the EPF & MP (Amendment) Act, 1988 (33 of 1998) and in the Principal Act, for the words "by the Central Provident Fund Commissioner or such other officer as may be authorized by him, by notification in the Official Gazette, in this behalf, in the same manner as an arrear of land revenue", the words, figures and letters "in the manner specified in Sections 8B to 8G" were substituted. Definition and role of 'Recovery Officer' were inserted in the Act by the said amendment of 1988 effective from 1st August, 1988. As a result, independent recovery machinery was put in place from 1st July, 1990 and RPFCs were notified as Recovery Officers by name. From 4th March, 1997, all the RPFCs and APFCs working

in the Regional/Sub Regional Offices located at different States and in Headquarters of the Organisation have been notified to act as Recovery Officers. Notification No. S.O. 796 dated the 4th March, 1997 was published in the Official Gazette on 22nd March, 1997 to that effect.

4.18 For augmenting recovery, a Directorate of Recovery has been created at the Head Office level which is directly monitoring the performance of the field functionaries in the area of recovery. Following recovery actions are provided in the statute against the defaulters:

- attachment and sale of movable or immovable property of the establishment or, as the case may be, of the employer;
- arrest of the employer and his detention in prison; and
- appointing receiver for the management of movable or immovable properties of the establishment or, as the case may be, the employer.

PRIORITY OF PROVIDENT FUND DUES

4.19 Section 11(2) of the Act provides that, if any amount is due from an employer, whether in respect of employees' contribution (deducted from the wages of employees) or the employers' contribution, the amount so due shall be deemed to be the first charge on the assets of the establishment, and shall notwithstanding anything contained in any other law for the time being in force, be paid in priority to all other debts.

4.20 The Hon'ble Supreme Court in *Maharashtra State Co-operative Bank Vs. Provident Fund Commissioner* [2009(10) SCC.123:2009(123) FLR, 653:2009(2) SCC, (L&S) 743(S.C. – 3M)] has held that the provident fund dues shall be paid in priority to all other dues and debt of a company. Even in cases of liquidation, the Hon'ble Supreme Court has held that the EPF dues are to be paid in priority in *Employees' Provident Fund Commissioner Vs. O.L. of Esskay Pharmaceuticals Limited – 2011(5)LLN.1:2012(1)LLJ.1:2012(132)FLR.98(S.C.-2M)]*

ARREAR MANAGEMENT DURING THE YEAR

4.21 During the year 2018-19 the scheme-wise details of assessed arrears, amounts recovered and closing balance are given in the table below.

		ARREARS TO BE RECOVERED			(Rs. in cr.)
TYPE OF DUES		Workload	Realised	Closing Balance	
a.	Provident Fund	6116.84	1529.06	4587.78	
b.	EPF Admn. & Inspection Charges	468.51	93.09	375.42	
c.	Pension Fund	3050.73	730.67	2320.06	
d.	Insurance Fund	284.02	61.17	222.85	
e.	EDLI Admn. & Inspection Charges	10.33	2.95	7.38	
f.	TOTAL (a to e)	9930.43	2416.94	7513.48	
g.	Penal Damages and Interest	3940.45	853.93	3086.52	
h.	Exempted Sector	2465.27	1056.50	1408.77	
GRAND TOTAL (f & h)		12395.70	3473.44	8922.25	

The Zone-wise details are given in **Appendices-4(i) to 4(iii), 4(ix), 4(xi) & 4(xviii).**

BIFURCATION OF ARREARS OF CONTRIBUTION (ALL THREE SCHEMES)

4.22 Out of the total arrears of Rs. 7513.43 cr. an amount of Rs. 4795.38 cr. falls under NIR category and Rs 2718.10 cr. is realizable through recovery proceedings. The arrears falling under NIR category could not be recovered over the years due to various reasons such as:

- Amount disputed in Courts/Tribunal.
- Establishments having gone into liquidation.
- Grant of Installments.
- Establishments in respect of which Rehabilitation Scheme had been sanctioned by the BIFR.

4.23 NIR amount accounts for 63.82 % of the arrears demand. The break-up indicating the reason and category of the default falling under NIR category is given below:-

Status of NIR arrears	Number of cases	Amount involved (Rs. in cr.)	% of Total
Stay by Courts	8829	3708.66	77.34%
Under Liquidation	1785	658.96	13.74%
BIFR	381	115.22	2.40%
Others	6449	312.54	6.52%
TOTAL	17444	4795.38	100.00%

4.24 Sector-wise status of defaulting establishments is as under:-

Sector	Amount to be recovered (Rs. in cr.)
Private	5581.55
Public	1621.04
Co-operative	310.89
Total	7513.48

4.25 Zone-wise bifurcation of arrears for all schemes as on 31.03.2019 with reference to Public, Private and Cooperative Sector is given in **Appendix-4(iv)**.

4.26 The summary of Un-Exempted establishments which were in default of Provident Fund dues of Rs.50 lac and above as on 31.03.2019 is given at **Appendix-4(v)** and a summary of exempted establishments in default of Rs.50 lac or more is given in **Appendix-4(vi)**.

ACTIONS TAKEN TO ARREST THE DEFAULT

4.27 The following actions were taken by the organization against the defaulting establishments for assessment and recovery of dues:

- **Assessment of dues under Section 7A of the Act:** The status of initiation and disposal of assessment cases, zone-wise is given in **Appendix-4(vii)** and the details of periodicity of pending Section 7A cases are given in **Appendix-4(viii)**.
- **Assessment of Interest under Section 7Q of the Act:** The total workload during 2018-19 was Rs. 1552.05 cr. out of which Rs. 394.05 cr., being 25.39 % of the total workload was recovered. As on 31st March 2019, Rs. 1157.99 cr. was outstanding for recovery. The Zone wise details are given in **Appendix-4(ix)**.
- **Levy of Damages under Section 14B of the Act for belated remittances:** Total amount due for realization during the year 2018-19 was Rs. 2388.40 cr. Out of this Rs. 459.88 cr. was recovered. Zone wise details of cases and amount of penal damages imposed, collected and outstanding at the end of the year are given in **Appendices- 4(x)& 4(xi)**.

- **Recovery through coercive actions:** During the year 2018-19, a sum of Rs. 316.92 cr. was recovered by invoking the provisions of Section 8B for attachment and sale of properties of defaulting establishments, arrest of defaulters etc. The status of attachment/sale of property /arrest of defaulters in Un-Exempted sector is given in **Appendix-4(xii)**.
- **Action taken under Section 14 of the Act:** 37807 cases were filed in the Criminal Courts under the provisions of Section 14 of the Act against defaulting establishments and employers. Zone-wise status of EPF, EPS and EDLI cases are given in **Appendix-(xiii) to (xv)** respectively.
- **Action taken under Section 406/409 of IPC:** FIRs were filed with the police authorities u/s 406/409 of Indian Penal Code (IPC) against the employers for non-remittance of the Employees' share of Provident Fund contributions deducted from their wages / salary. Zone-wise data of the cases filed before the police, the details of challans filed by the police in courts and complaints directly filed in Court and details of their disposal with pendency of cases are given in **Appendix-4(xvi) & 4(xvii)**.

ARREAR MANAGEMENT IN THE EXEMPTED SECTOR

4.28 Out of an arrear of Rs. 2465.27 cr., an amount of Rs. 1056.50 cr. was recovered leaving a balance of Rs. 1408.77 cr. The details are given in **Appendix-4(xviii)**.

4.29 The major portion of arrears of exempted establishments is in the State of Telangana amounting to Rs. 529.42 cr. followed by the State of Delhi amounting to Rs. 213.49 cr., West Bengal & Sikkim amounting to Rs. 154.85 cr., Jharkhand amounting to Rs. 122.48 cr. and Rajasthan amounting to Rs. 114.25 cr., together representing 80.53 % of the total arrears as depicted in **Appendix-4(xix)**.

ACTION TAKEN AGAINST DEFAULTERS IN THE EXEMPTED SECTOR

4.30 During the year, 7 complaints were filed for offences punishable under section 406/409 of I.P.C. against the defaulting employers who failed to remit the Provident Fund contributions deducted from the wages of their employees.

4.31 During the year 2018-19, a sum of Rs. 5.86 cr. was recovered through various modes from defaulters in exempted sector as given below:

STATUS OF ARREST & ATTACHMENT OF PROPERTY ON ACCOUNT OF DEFAULT- EXEMPTED SECTOR			
Sl. No.	Mode of Action	No. of Cases	Amount Recovered (Rs.in cr.)
1	Bank Accounts Attached	60	5.86
2	Movable Property Attached	10	0.00
3	Immovable Property Attached	1	0.00
4	Arrest of Defaulters	0	0.00
	TOTAL	71	5.86

OTHER ACTIONS TAKEN BY EPFO FOR RECOVERY OF ARREARS

4.32 Apart from the above actions, instructions have also been issued to all RPFCs to take the following steps for recovery:

- To seek the help of the State Governments for recovery of arrears.

- To display the names of 10 biggest defaulters of the region in the front area of the office at a prominent place.
- To seek full co-operation of the State Police for attachment of movable and immovable properties of the defaulting employers.
- To have the jails notified as civil prisons by the appropriate authorities.
- Flash the names of major defaulters on the EPFO's website.

PRADHAN MANTRI ROJGAR PROTSAHAN YOJANA (PMRPY)

4.33 Pradhan Mantri Rojgar Protsahan Yojana (PMRPY) was launched on 9th of August, 2016.

In order to incentivise creation and generation of new jobs in formal sector, the Scheme provided that Government of India will pay the Employee's Pension Scheme (EPS 95) contribution of 8.33% for all new employees enrolling under the Employees' Provident Funds Scheme, 1952 (with EPFO) for the first three years of their employment. This was intended to incentivise the employers to recruit unemployed persons and also to formalize their employment. In order to channelize this intervention towards the target group of semi-skilled and unskilled workers, the Scheme was applicable to those with salary/wages up to Rs 15000/- per month and who had not worked in any establishment registered with EPFO prior to 01/04/2016 and did not have UAN prior to 01/04/2016. This Scheme had a dual benefit, where, on the one hand, the employer is incentivised for increasing the employment base of workers in the establishment, and on the other hand, a large number of workers will find jobs in such establishments. A direct benefit is that these workers will have access to social security benefits of the organised sector. To check duplication errors and prevent unscrupulous members from availing the benefit, it was mandated that the UAN of beneficiaries will be seeded with Aadhaar.

In case of the textile (apparel) sector where the establishment particularly dealt with manufacturing of wearing apparel, the employers were also eligible to get 3.67% of employers' share of EPF contribution paid by the Government (in addition to paying the EPS'95 contribution of 8.33%) under the Pradhan Mantri Paridhan Rojgar Protsahan Yojana (PMRPY).

With effect from 01/04/2018, the whole of employer's share of EPF & EPS contribution (10% or 12% as the case may be) is being provided to the employers for a period of three years in respect of the new employees and the existing employees for their remaining period of three years. Hence, the establishments and the employees therein which were getting twin benefits under both PMRPY & PMRPY now are eligible for the full benefit of 12% (or 10%) under PMRPY since 01.04.2018. The terminal date for registration of beneficiaries through establishments was 31st March, 2019.

The Scheme received good response from the employers. Though a little slow initially, but with the effective and large scale publicity by Head Office and the field offices of EPFO through conduct of seminars and workshops with both the employers & employers' associations and employees & union representatives, the response picked up fast and by the terminal date of registration, 185022 establishments had registered with 13791049 employees under the scheme. Out of this, 145512 establishments had been benefitted in respect of 11805003 employees receiving an amount of Rs. 43706034526/-. The year wise details are given as under:

PMRPY

Financial Year	Employees benefitted	Employers benefitted	Subsidy disbursed (in Rs.)
2016-17	33031	868	25839391
2017-18	3025084	39423	4919573820
2018-19	8746888	144736	38760621315

PMRPY

Financial Year	Employees benefitted	Employers benefitted	Subsidy disbursed (in Rs.)
2016-17	3900	19	1787994
2017-18	218304	689	187502672
2018-19	46840	781	51668588

The Government has revised the Scheme guidelines dated 23.02.2017 vide its order dated 07.03.2019. This has produced the effect that for any establishment to avail upfront benefit under PMRPY for a particular wage month, it is now mandatory that the ECR is filed by 15th of the subsequent month.

On the initiative of PMRPY section and with the help of Concurrent Audit Cell as well as IS Division, a scrutiny of the data of beneficiaries under PMRPY scheme was taken up and the same was validated with the legacy data of members existing before 01.04.2016 on different parameters like, PAN, Aadhar, Name, Father's Name, Date of Birth and Gender of the beneficiaries. The outcome located a large member of duplicate cases who were suspected to be ineligible beneficiaries under the PMRPY scheme. Such accounts were blocked and further flow of benefits under the PMRPY scheme in respect of the suspected UANs was disallowed.

The lists of such cases were pushed into the logins of the respective establishments for verification and certification of their authenticity. A notice to the effect was also issued to all the related establishments by the respective RPFCs with a request to either confirm their authenticity or block those cases permanently.

Till the end of the Financial Year 2018-19, the de-duplication exercise was under progress involving verification of about 9 lakh UANs registered under PMRPY.

Chapter 5

INVESTMENTS AND ACCOUNTS

RATE OF CONTRIBUTION

5.1 The rate of contribution payable to Provident Fund by the employees and the employers under the Act has been revised from time to time. The current rate of contribution as percentage of wages for funding the various schemes along with its administrative charges is given below:

	CONTRIBUTION ACCOUNTS (Rate of contribution)			ADMINISTRATION ACCOUNTS (Rate of contribution)		TOTAL
	EPF	EPS	EDLI	EPF(*)	EDLI	
Employer	3.67	8.33	0.50	0.50	0.00	13.00
Employee	12.00	0.00	0.00	0.00	0.00	12.00
Central Government	0.00	1.16	0.00	0.00	0.00	1.16
TOTAL	15.67	9.49	0.50	0.50	0.00	26.16

(*) w.e.f. 01.06.2018 onwards

5.2 The rate of contribution excluding the administrative charges and contribution in EDLI Scheme is presently 12% on the wages both for employer as well as employee. The employer bears the entire administrative charges for EPF and contribution under EDLI Scheme. The Government of India contributes @1.16% of wages to the EPS. Only for following categories of establishments, the rate of contribution, both for employer and employee is 10% of wages.

- Any establishment in which less than twenty persons are employed;
- Any sick industrial company as defined in clause (o) of sub-section (1) of Section 3 of the Sick Industrial Companies (Special Provisions) Act, 1985 (1 of 1986) and which has been declared as such by the Board for Industrial and Financial Re-construction established under section 4 of that Act, for the period commencing on and from the date of registration of the reference in the Board and ending either on the date by which the net worth of the said company becomes positive in terms of the orders passed under sub-section (2) of section 17 of that Act or on the last date of implementation of the scheme sanctioned under section 18 of that Act;
- Any establishment which has at the end of any financial year accumulated losses equal to or exceeding its entire net worth that is the sum total of paid up capital and free reserves and has also suffered cash losses in such financial year and the financial year immediately preceding such financial year.
- Any establishment in the (A) Jute Industry (B) Beedi Industry (C) Brick Industry (D) Coir Industry other than the spinning sector (E) Gaur gum factories;

5.3 The following table indicates the different rates of contribution both for employers and employees for the period indicated from the date of inception of the Act.

RATE OF CONTRIBUTION SINCE 1952 ONWARDS	
Period	Contribution Rate
01.11.1952 to 31.03.1956	One anna per rupee of total basic wages, DA and food concession by both employers & employees.
01.04.1956 to 31.03.1971	6¼% of the total of basic wages, DA and cash value of food concession by employee. An equal amount was paid by the employer.
01.04.1971 to 31.07.1988	6¼% of the total of basic wages, DA and cash value of food concession by employee. An equal amount was paid by the employer. As on 31 st March 1972, the enhanced rate of 8 per cent was made (for employer and employee both) applicable to the establishments employing 50 or more persons.
01.08.1988 to 31.05.1990	8½% of the basic wages, DA (including the cash value of any food concession) and retaining allowance (if any) payable to each employee who is a subscriber, with effect from 1st August, 1988.
01.06.1990 to 08.04.1997	8½% of the basic wages, DA (including the cash value of any food concession) and retaining allowance (if any) payable to each employee who is a subscriber, with effect from 1st August, 1988. As on 31 st March 1991, the enhanced rate of 10 per cent was made applicable to the establishments employing 50 or more persons.

09.04.1997 to 21.09.1997	Notification dated 9th April, 1997 was issued enhancing Provident Fund contribution rate from 8½% to 10% for all except 5 categories of industries/establishments. With this, 5 categories of industries/establishments were to pay Provident Fund contribution @ 8½% while the remaining categories of industries/establishments were to pay Provident Fund contribution @ 10% w.e.f. 01.05.1997.
22.09.1997 onwards	5 categories of industries/establishments were to pay Provident Fund contribution @ 10% while the remaining categories of industries/establishments were to pay Provident Fund contribution @ 12%.

CONTRIBUTIONS RECEIVED (ALL THREE SCHEMES)

5.4 During the year 2018-19, following contributions were collected from un-exempted establishments by the Organisation in respect of Employees' Provident Funds Scheme, 1952, Employees' Pension Scheme, 1995 and Employees' Deposit Linked Insurance Scheme, 1976:

CONTRIBUTIONS RECEIVED FROM UN-EXEMPTED ESTABLISHMENTS (RS. IN CRORE)		
S.NO.	SCHEME	2018-19
1.	EMPLOYEES' PROVIDENT FUNDS SCHEME:	1,05,804.25
2.	EMPLOYEES' PENSION SCHEME:	
	A) EMPLOYERS SHARE	40,259.74
	B) GOVERNMENT'S SHARE	6,401.90
	TOTAL	46,661.64
3.	EMPLOYEES' DEPOSIT LINKED INSURANCE SCHEME:	
	EMPLOYERS SHARE	1,942.56

PROVIDENT FUND

5.5 The contribution received in Provident Fund in the last three years is as under:-

PROVIDENT FUND CONTRIBUTIONS RECEIVED (Rs. in cr.)						
Year	Exempted Sector	Year-wise variation in %	Un-exempted Sector	Year-wise variation in %	Total Contribution	Year-wise variation in %
2018-19	14,304.79	-1.73	1,05,804.25	13.20	1,201,09.04	11.19
2017-18	14,556.13	-11.49	93,468.73	14.98	1,080,24.86	10.53
2016-17	16,446.53	-15.70	81,289.37	15.74	97,735.90	8.90

PENSION FUND

5.6 The erstwhile Family Pension Scheme, 1971 mandated contribution of 1.16% of wages from employers and employees to Family Pension Fund. The Central Government also contributed 1.16% of the wages of the members to the Pension Fund. The present Pension Scheme was introduced in 1995. The accumulations in the erstwhile Family Pension Fund formed part of the corpus of Pension Scheme.

5.7 The Pension Scheme is financed by employer contribution at the rate of 8.33% of the wages of the Members. In addition, the Central Government contributes at the rate of 1.16% of wages of the member.

5.8 The following table shows the contribution received in the Pension Fund in last three years.

Year	Employer's share (Rs. in cr.)	Central Govt. share (Rs. in cr.)	Year-wise variation in % (both shares)
2018-19	40,259.74	6,401.90	10.11
2017-18	36,618.23	5,757.42	16.44
2016-17	32,108.65	4,284.80	12.65

INSURANCE FUND

5.9 The employers are required to contribute to the Insurance Fund at the rate of 0.5% of wages of the employee (subject to Maximum wages of Rs.15,000/-per month). During the year 2018-19, a sum of Rs.1,942.56 cr. was received as against Rs.1,731.16 cr. in the year 2017-18.

5.10 The Zone-wise receipts and payments in the contribution accounts of all the three Schemes (Un-exempted Sector) for the year 2018-19 are given at **Appendices-5(i)**.

ADMINISTRATIVE ACCOUNT

5.11 The expenditure in administering the Employees' Provident Fund as provided in para 54 of the EPF Scheme, 1952 is met from the levy of Administrative charges and Inspection charges at the prescribed rate from the employers of un-exempted and exempted establishments respectively. Para 38 and 39 of the Employees' Provident Funds Scheme, 1952 stipulate that the employer of the establishments complying with the Employees' Provident Funds Scheme, 1952 as an un-exempted establishment should pay Administrative Charges. Section 17(3) of the Act stipulates the payment of Inspection Charges by the exempted establishments every month.

5.12 Taking into account the resources of the Fund and meeting the expenditure for running the Scheme, the Central Board of Trustees, EPF recommends a rate that may be levied as Administrative/Inspection charges from the employers. On the recommendation of the Central Board, the rates of Administrative charges and Inspection charges are fixed by the Central Government and notified in the Gazette.

5.13 The rate of Administrative charges and Inspection charges fixed by the Central Government from time to time is as under: -

ADMINISTRATIVE CHARGES PAYABLE BY THE EMPLOYERS OF UN-EXEMPTED ESTABLISHMENTS		
Period	Rate	Reckoned on
01.11.1952 to 31.12.1962	3%	Total employers' and employees' contributions.
01.01.1963 to 30.09.1964	3%	Total employer's and employees' contributions payable @ 6.25%.
	2.4%	Total employer's and employees' contributions payable @ 8%.
01.10.1964 to 30.11.1978	0.37%	On total pay on which contributions are payable.
01.12.78 to 30.09.1986	0.37%	On total pay on which contributions are payable. Minimum Administrative charges payable per month per establishment is Rs. 5/-.
01.10.1986 to 31.07.1998	0.65%	On total pay on which contributions are payable. Minimum Administrative charges payable per month per establishment is Rs. 5/-.
01.08.1998 to 31.12.2014	1.10%	On total pay on which contributions are payable. Minimum Administrative charges payable per month per establishment is Rs. 5/-.
01.01.2015 to 31.03.2017	0.85%	On total pay on which contributions are payable. Minimum sum of Rs.75/- per month for every non-functional establishment having no contributory member and Rs.500/- per month per establishment for other establishment.
01.04.2017 to 31.05.2018	0.65%	On total pay on which contributions are payable. Minimum sum of Rs.75/- per month for every non-functional establishment having no contributory member and Rs.500/- per month per establishment for other establishment.
01.06.2018 onwards	0.50%	On total pay on which contributions are payable. Minimum sum of Rs.75/- per month for every non-functional establishment having no contributory member and Rs.500/- per month per establishment for other establishment

INSPECTION CHARGES PAYABLE BY THE EMPLOYERS OF EXEMPTED ESTABLISHMENTS		
Period	Rate	Reckoned on
01.11.1952 to 31.12.1962	0.75%	On total employees' and employer's contributions payable @ 6.25%.
01.01.1963 to 30.09.1964	0.75%	On total employees' and employer's contributions payable @ 6.25%.
	0.60%	On total employees' and employer's contributions payable @ 8%.
01.10.1964 to 31.07.98	0.09%	On total pay on which contributions are payable.
01.08.1998 onwards	0.18%	On total pay on which contributions are payable.

5.14 The Income and Expenditure of Administration Account for the year 2018-19 relating to Employees' Provident Funds Scheme, 1952 is as below:

INCOME & EXPENDITURE ACCOUNT (2018-19)		(Rs. in Crore)
INCOME		
A	Administrative, Inspection Charges & Penal Damages (including 7Q interest)	3,592.95
B	Interest on Investments	1,685.83
C	Receipts from other accounts	35.41

D	Miscellaneous receipts	12.40
	TOTAL	5,326.59
EXPENDITURE		
A	Revenue Expenditure	3,505.75
B	Payments to other Accounts	35.41
	TOTAL	3,541.16
	Excess of Income over Expenditure	1,785.43

ADMINISTRATIVE REVENUE

5.15 During the year 2018-19, the details of Administrative Revenue collected from the employers by the EPF Organisation in respect of Employees' Provident Funds Scheme, 1952 and Employees' Deposit Linked Insurance Scheme, 1976 is detailed below: -

ADMINISTRATIVE / INSPECTION CHARGES AND PENAL DAMAGES RECEIVED FROM ESTABLISHMENTS (RS. IN CRORE)				
	SCHEME	EPF SCHEME	EDLI SCHEME	TOTAL
1	Administrative Charges	3,324.99	34.45	3,359.44
2	Inspection Charges	216.14	5.61	221.75
3	Penal Damages (Including 7Q Interest)	51.82	2.32	54.14
	Total	3,592.95	42.38	3,635.33

5.16 The establishments granted exemption under the Insurance Scheme, are required to pay the inspection charges @ 0.005% of wages subject to a minimum of Rs. 1 per month.

5.17 During the year 2018-19, Rs. 3,592.95 cr. has been collected as Administrative Revenue as against Rs.3,864.68 cr. collected during 2017-18 under EPF Scheme. During the year 2018-19, Rs.42.38 cr. has been collected as Administrative, Inspection Charges, Damages and Interest charged as against Rs.72.35 cr. collected during 2017-18 under EDLI Scheme.

COLLECTION OF CONTRIBUTION THROUGH INTERNET BANKING

5.18 In continuation of multibanking arrangement for centralized collection, EPFO signed agreements with two banks i.e. Central Bank of India & Canara Bank during the year, thus increasing total banks from 13 to 15.

Further, the existing banks i.e. Allahabad Bank, Union Bank of India & Indian Bank agreed to collect EPF dues at zero charges under centralized receipt module.

PATTERN OF INVESTMENT

5.19 In exercise of the powers conferred by sub-paragraph (1) of paragraph 52 of the Employees' Provident Funds Scheme, 1952 and in supersession of the notification of the Government of India, the Ministry of Labour No. S.O. 3450(E).- dated 21st Nov 2013, the Central Government has directed that all incremental accretions belonging to the Fund shall be invested in accordance with the following pattern namely-

Category	INVESTMENT PATTERN	Percentage amount to be invested
(i)	<p>Government Securities and Related Investments</p> <p>(a) Government Securities,</p> <p>(b) Other Securities {'Securities' as defined in section 2(h) of the Securities Contracts (Regulation) Act, 1956} the principal whereof and interest whereon is fully and unconditionally guaranteed by the Central Government or any State Government.</p> <p>The portfolio invested under this sub-category of securities shall not be in excess of 10% of the total portfolio of the fund.</p> <p>(c) Units of Mutual Funds set up as dedicated funds for investment in Govt. securities and regulated by the Securities and Exchange Board of India:</p> <p>Provided that the portfolio invested in such mutual funds shall not be more than 5% of the total portfolio at any point of time and fresh investments made in them shall not exceed 5% of the fresh accretions in the year.</p>	<p>Minimum 45% and upto 65%*</p>
(ii)	<p>Debt Instruments and Related Investments</p> <p>(a) Listed (or proposed to be listed in case of fresh issue) debt securities issued by bodies corporate, including banks and public financial institutions ('Public Financial Institutions' as defined under Section 2 of the Companies Act, 2013), which have a minimum residual maturity period of three years from the date of investment.</p> <p>(b) Basel III Tier-I bonds issued by scheduled commercial banks under RBI Guidelines:</p> <p>Provided that in case of initial offering of the bonds the investment shall be made only in such Tier-I bonds which are proposed to be listed.</p> <p>Provided further that investment shall be made in such bonds of a scheduled commercial bank from the secondary market only if such Tier I bonds are listed and regularly traded.</p> <p>Total portfolio invested in this sub-category, at any time, shall not be more than 2% of the total portfolio of the fund.</p> <p>No investment in this sub-category in initial offerings shall exceed 20% of the initial offering. Further, at any point of time, the aggregate value of Tier I bonds of any particular bank held by the fund shall not exceed 20% of such bonds issued by that Bank.</p>	<p>Minimum 20% and upto 45%**</p>

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<p>(c) Rupee Bonds having an outstanding maturity of at least 3 years issued by institutions of the International Bank for Reconstruction and Development, International Finance Corporation and Asian Development Bank.</p> <p>(d) Term Deposit receipts of not less than one year duration issued by scheduled commercial banks, which satisfy the following conditions on the basis of published annual report(s) for the most recent years, as required to have been published by them under law:</p> <p>(i) having declared profit in the immediately preceding three financial years;</p> <p>(ii) maintaining a minimum Capital to Risk Weighted Assets Ratio of 9%, or mandated by prevailing RBI norms, whichever is higher;</p> <p>(iii) having net non-performing assets of not more than 4% of the net advances;</p> <p>(iv) having a minimum net worth of not less than Rs.200 crores.</p> <p>(e) Units of Debt Mutual Funds as regulated by Securities and Exchange Board of India:</p> <p>Provided that fresh investment in Debt Mutual Funds shall not be more than 5% of the fresh accretions invested in the year and the portfolio invested in them shall not exceed 5% of the total portfolio of the fund at any point in time.</p> <p>(f) The following infrastructure related debt instruments:</p> <p>(i) Listed (or proposed to be listed in case of fresh issue) debt securities issued by body corporates engaged mainly in the business of development or operation and maintenance of infrastructure, or development, construction or finance of low cost housing.</p> <p>Further, this category shall also include securities issued by Indian Railways or any of the body corporates in which it has majority shareholding.</p> <p>This category shall also include securities issued by any Authority of the Government which is not a body corporate and has been formed mainly with the purpose of promoting development of infrastructure.</p> <p>It is further clarified that any structural obligation undertaken or letter of comfort issued by the Central Government, Indian Railways or any Authority of the Central Government, for any security issued by a body corporate engaged in the business of infrastructure, which notwithstanding the terms in the letter of</p>	

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<p>comfort or the obligation undertaken, fails to enable its inclusion as security covered under category (i) (b) above, shall be treated as an eligible security under this sub-category.</p> <p>(ii) Infrastructure and affordable housing Bonds issued by any scheduled commercial bank, which meets the conditions specified in (ii)(d) above.</p> <p>(iii) Listed (or proposed to be listed in case of fresh issue) securities issued by Infrastructure debt funds operating as a Non-Banking Financial Company and regulated by Reserve Bank of India.</p> <p>(iv) Listed (or proposed to be listed in case of fresh issue) units issued by Infrastructure Debt Funds operating as a Mutual Fund and regulated by Securities and Exchange Board of India.</p> <p>It is clarified that, barring exceptions mentioned above, for the purpose of this sub-category (f), a sector shall be treated as part of infrastructure as per Government of India's harmonized master-list of infrastructure sub-sectors.</p> <p>Provided that the investment under sub-categories (a), (b) and (f) (i) to (iv) of this category No. (ii) shall be made only in such securities which have minimum AA rating or equivalent in the applicable rating scale from at least two credit rating agencies registered with Securities and Exchange Board of India under Securities and Exchange Board of India (Credit Rating Agency) Regulation, 1999. Provided further that in case of the sub-category (f) (iii) the ratings shall relate to the Non-Banking Financial Company and for the sub-category (f) (iv) the ratings shall relate to the investment in eligible securities rated above investment grade of the scheme of the fund.</p> <p>Provided further that if the securities / entities have been rated by more than two rating agencies, the two lowest of all the ratings shall be considered.</p> <p>Provided further that investments under this category requiring a minimum AA rating, as specified above, shall be permissible in securities having investment grade rating below AA in case the risk of default for such securities is fully covered with Credit Default Swaps (CDSs) issued under Guidelines of the Reserve Bank of India and purchased along with the underlying securities. Purchase amount of such Swaps shall be considered to be investment made under this category.</p> <p>For sub-category (c), a single rating of AA or above by a domestic or international rating agency will be acceptable.</p> <p>It is clarified that debt securities covered under category (i) (b) above are excluded from this category (ii).</p>	

Category	INVESTMENT PATTERN	Percentage amount to be invested
(iii)	<p>Short-term Debt Instruments and Related Investments</p> <p>Money market instruments:</p> <p>Provided that investment in commercial paper issued by body corporates shall be made only in such instruments which have minimum rating of A1+ by at least two credit rating agencies registered with the Securities and Exchange Board of India.</p> <p>Provided further that if commercial paper has been rated by more than two rating agencies, the two lowest of the ratings shall be considered.</p> <p>Provided further that investment in this sub-category in Certificates of Deposit of up to one year duration issued by scheduled commercial banks, will require the bank to satisfy all conditions mentioned in category (ii) (d) above.</p> <p>(b) Units of liquid mutual funds regulated by the Securities and Exchange Board of India.</p> <p>(c) Term Deposit Receipts of up to one year duration issued by such scheduled commercial banks which satisfy all conditions mentioned in category (ii) (d) above.</p>	Upto 5%
(iv)	<p>Equities and Related Investments</p> <p>Shares of body corporates listed on Bombay Stock Exchange (BSE) or National Stock Exchange (NSE), which have:</p> <p>(i) Market capitalization of not less than Rs. 5000 crore as on the date of investment; and</p> <p>(ii) Derivatives with the shares as underlying, traded in either of the two stock exchanges.</p> <p>(b) Units of mutual funds regulated by the Securities and Exchange Board of India, which have minimum 65% of their investment in shares of body corporates listed on BSE or NSE.</p> <p>Provided that the aggregate portfolio invested in such mutual funds shall not be in excess of 5% of the total portfolio of the fund at any point in time and the fresh investment in such mutual funds shall not be in excess of 5% of the fresh accretions invested in the year.</p> <p>(c) Exchange Traded Funds (ETFs) / Index Funds regulated by the Securities and Exchange Board of India that replicate the portfolio of either BSE Sensex Index or NSE Nifty 50 Index.</p> <p>(d) ETFs issued by SEBI regulated Mutual Funds constructed specifically for disinvestment of shareholding of the Government of India in body corporates.</p>	Minimum 5% and upto 15%

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<p>(e) Exchange traded derivatives regulated by the Securities and Exchange Board of India having the underlying of any permissible listed stock or any of the permissible indices, with the sole purpose of hedging.</p> <p>Provided that the portfolio invested in derivatives in terms of contract value shall not be in excess of 5% of the total portfolio invested in sub-categories (a) to (d) above.</p>	
(v)	<p>Asset Backed, Trust Structured and Miscellaneous Investments</p> <p>(a) Commercial mortgage based Securities or Residential mortgage based securities.</p> <p>(b) Units issued by Real Estate Investment Trusts regulated by the Securities and Exchange Board of India.</p> <p>(c) Asset Backed Securities regulated by the Securities and Exchange Board of India.</p> <p>(d) Units of Infrastructure Investment Trusts regulated by the Securities and Exchange Board of India.</p> <p>Provided that investment under this category No. (v) shall only be in listed instruments or fresh issues that are proposed to be listed.</p> <p>Provided further that investment under this category shall be made only in such securities which have minimum AA or equivalent rating in the applicable rating scale from at least two credit rating agencies registered by the Securities and Exchange Board of India under Securities and Exchange Board of India (Credit Rating Agency) Regulations, 1999. Provided further that in case of the sub-categories (b) and (d) the ratings shall relate to the rating of the sponsor entity floating the trust.</p> <p>Provided further that if the securities / entities have been rated by more than two rating agencies, the two lowest of the ratings shall be considered.</p>	Upto 5%

* **Modified vide Notification dated 22nd September, 2016**

** **Modified vide Notification dated 20th of April, 2018**

2. Fresh accretions to the fund will be invested in the permissible categories specified in this investment pattern in a manner consistent with the above specified maximum permissible percentage amounts to be invested in each such investment category, while also complying with such other restrictions as made applicable for various sub-categories of the permissible investments.

3. Fresh accretions to the funds shall be the sum of un-invested funds from the past and receipts like contributions to the funds, dividend / interest / commission, maturity amounts of earlier investments etc., as reduced by obligatory outgo during the financial year.

4. Proceeds arising out of exercise of put option, tenure or asset switch or trade of any asset before maturity can be invested in any of the permissible categories described above in the manner that at any given point of time the percentage of assets under that category should not exceed the maximum limit prescribed for that category and also should not exceed the maximum limit prescribed for the sub-categories, if any. However, asset switch because of any RBI mandated Government debt switch would not be covered under this restriction.
5. Turnover ratio (the value of securities traded in the year / average value of the portfolio at the beginning of the year and at the end of the year) should not exceed two.
6. If for any of the instruments mentioned above the rating falls below the minimum permissible investment grade prescribed for investment in that instrument when it was purchased, as confirmed by one credit rating agency, the option of exit shall be considered and exercised, as appropriate, in a manner that is in the best interest of the subscribers.
7. On these guidelines coming into effect, the above prescribed investment pattern shall be achieved separately for each successive financial year through timely and appropriate planning.
8. The investment of funds should be at arms length, keeping solely the benefit of the beneficiaries in mind. For instance, investment (aggregated across such companies / organizations described herein) beyond 5% of the fresh accretions in a financial year will not be made in the securities of a company / organization or in the securities of a company / organization in which such a company / organization holds over 10% of the securities issued, by a fund created for the benefit of the employees of the first company / organization, and the total volume of such investments will not exceed 5% of the total portfolio of the fund at any time. The prescribed process of due diligence must be strictly followed in such cases and the securities in question must be permissible investments under these guidelines.
9.
 - i. The prudent investment of the Funds of a trust / fund within the prescribed pattern is the fiduciary responsibility of the Trustees and needs to be exercised with appropriate due diligence. The Trustees would accordingly be responsible for investment decisions taken to invest the funds.
 - ii. The trustees will take suitable steps to control and optimize the cost of management of the fund.
 - iii. The trust will ensure that the process of investment is accountable and transparent.
 - iv. It will be ensured that due diligence is carried out to assess risks associated with any particular asset before investment is made by the fund in that particular asset and also during the period over which it is held by the fund. The requirement of ratings as mandated in this notification merely intends to limit the risk associated with investments at a broad and general level. Accordingly, it should not be construed in any manner as an endorsement for investment in any asset satisfying the minimum prescribed rating or a substitute for the due diligence prescribed for being carried out by the fund / trust.
 - v. The trust / fund should adopt and implement prudent guidelines to prevent concentration of investment in any one company, corporate group or sector.
10. If the fund has engaged services of professional fund / asset managers for management of its assets, payment to whom is being made on the basis of the value of each transaction, the

value of funds invested by them in any mutual funds mentioned in any of the categories or ETFs or Index Funds shall be reduced before computing the payment due to them in order to avoid double incidence of costs. Due caution will be exercised to ensure that the same investments are not churned with a view to enhancing the fee payable. In this regard, commissions for investments in Category III instruments will be carefully regulated, in particular.

INVESTMENT OF PENSION FUND

5.20 The Scheme provides for investment of the Pension Fund in the following manner (Para 26 of the Pension Scheme).

- All moneys accruing to the Employees' Pension Fund Account except the contributions of the Central Government shall be invested in accordance with the provisions of paragraph 52 of the Employees' Provident Funds Scheme, 1952.
- Net assets of the Family Pension Fund as on the 16-11-1995 shall merge in the Pension Fund and remain invested in the Public Account of the Government of India. The future Central Government's contribution accruing to the Pension Fund from 17th November, 1995 onwards shall also be invested in the Public Account of the Government of India.

INVESTMENT OF INSURANCE FUND

5.21 All moneys standing to the credit of the Insurance Fund as on 31st March 1997, shall be kept in deposit with the Central Government in the Public Account. The moneys credited as contributions to the Insurance Fund on and from the 1st day of April, 1997 shall be invested as per the investment pattern notified under paragraph 52 of the Employees' Provident Funds Scheme, 1952.

PORTFOLIO MANAGEMENT

5.22 The funds of EPFO are managed by duly appointed portfolio managers. The portfolio managers are mandated to invest the funds as per the pattern of investment notified by the Ministry of Labour & Employment and guidelines prescribed by the Central Board from time to time. The performance evaluation of the portfolio managers of EPFO is a regular exercise and is evaluated against a performance benchmark developed by the consultant M/s CRISIL.

5.23 The performance benchmark is dynamic in nature and captures the daily yields of securities in which investment of EPFO money is permissible as per existing investment pattern and investment guidelines. It is a very important tool with which EPFO is able to compare the performance of portfolio managers. It also serves as a reference point for both EPFO as well as for the portfolio managers, giving an indicative minimum yield, which could have been generated by investing in the prevailing market in the asset classes permissible as per extant investment pattern and investment guidelines.

5.24 The Central Board of Trustees in its 207th meeting held on 31.03.2015 approved the appointment of following five fund managers for managing the EPFO corpus for a period of three years:

- State Bank of India.
- ICICI Securities Primary Dealership Ltd.

- Reliance Capital Asset Management Ltd.
- HSBC Asset Management (India) Private Ltd.
- UTI Asset Management Company Ltd.

5.25 The current portfolio managers started managing EPFO corpus from 1st July, 2015 and their tenure has been extended till 30.09.2019 by the Board. State Bank of India has closed its portfolio management services w.e.f. 31.03.2019 and accordingly the entire corpus managed by SBI is now being managed by Ms/ UTI AMC after due approval of the Board.

5.26 CUMULATIVE PERFORMANCE OF THE PORTFOLIO MANAGERS

The cumulative performance of the portfolio managers for the period July 01, 2015 to March 31, 2019 is as under:-

Portfolio Manager	Yield%	Benchmark Yield%
UTI AMC	8.16	8.07
ICICI Sec PD	8.16	
Reliance AMC	8.15	
SBI	8.14	
HSBC AMC	8.14	
Overall EPFO	8.15	

PERFORMANCE OF THE PORTFOLIO MANAGERS DURING THE YEAR

5.27 During the year 2018-19, the portfolio managers generated the yield by investing in the approved securities as per the investment pattern and investment guidelines.

5.28 The return on investment during a year is subject to variation in market yields due to various conditions prevailing in the market and thus cannot be strictly compared with the yields generated during the past years. Therefore, the true comparison can be made only amongst the portfolio managers who are investing in the same market following same regulations.

5.29 The competition among the fund managers has diversified the risk of under performance by one single portfolio manager, affecting the yield of entire portfolio. Along with competition, creation of dynamic benchmark, works as a reference for the portfolio managers who optimize their efforts to not only meet the benchmark but also to outperform it. The yield of 8.55% generated by the portfolio managers during 2018-19 is the highest yield since 2015-16

PERFORMANCE OF PORTFOLIO MANAGERS FOR THE PERIOD 01.04.2018 TO 31.03.2019

Portfolio Manager	Yield%	Benchmark Yield%
UTI AMC	8.53	8.47
ICICI Sec PD	8.58	
Reliance AMC	8.54	
SBI	8.52	
HSBC AMC	8.59	
Overall EPFO	8.55	

INVESTMENT IN EXCHANGE TRADED FUND (ETF)

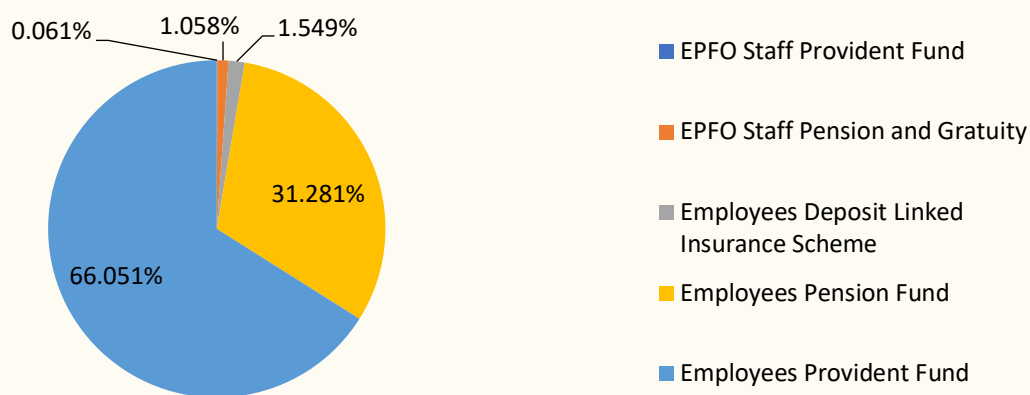
5.30 The Ministry of Labour and Employment, Govt. Of India vide notification no. 1071 (E) dated 23rd April, 2015 issued Investment Pattern for investments by EPFO. This Investment Pattern prescribes 5 to 15% investments in equity and related investment. The Central Board in its 207th Meeting held on 31.03.2015 decided to invest 5% of the total annual investments in Exchange Traded Fund (ETF) of Nifty and Sensex.

- Accordingly, investment in ETF started w.e.f from 05th August 2015 in Nifty ETF and Sensex ETF.
- Central Board in its 208th meeting held on 16th September, 2015 decided that allocation to Nifty based ETF would be 65-85% and the allocation to Sensex based ETF would be 35-15% of the total allocation for investment in ETFs. In addition to the above mentioned indices, a minimum 5% to about 20% of the total ETF investment would be made in CPSE-ETF depending upon the offer of Ministry of Finance.
- The Central Board in its 213th meeting held on 8th July 2016 approved selection of UTI Mutual Fund in addition to the SBI Mutual Fund. Further in the 214th meeting of the Central Board held on 26th July 2016, the allocation of funds between SBI MF and UTI MF was fixed at 75% and 25% respectively.
- The Central Board in its 215th Meeting held on 12.09.2016 enhanced the allocation to ETF from existing 5% to 10% within the scope of investment pattern notified by the Ministry of Labour & Employment. This was done in exercise of powers under Section 20 of the EPF & MP Act 1952.
- The Central Board in its 218th Meeting held on 27.05.2017 further enhanced the allocation to ETF from 10% to 15%.
- EPFO has also made investments in CPSE ETF and Bharat 22 ETF.
- During FY 2015-16 with 5% allocation, EPFO made a total investment of Rs. 6,578 Crores in ETF.
- During FY 2016-17 with 10% allocation, EPFO made a total investment of Rs. 14,981 Crores in ETF.
- During FY 2017-18 with 15% allocation, EPFO made a total investment of Rs. 24,790 Crores in ETF.
- During FY 2018-19 with 15% allocation, EPFO made a total investment of Rs. 27,974.25 Crores in ETF

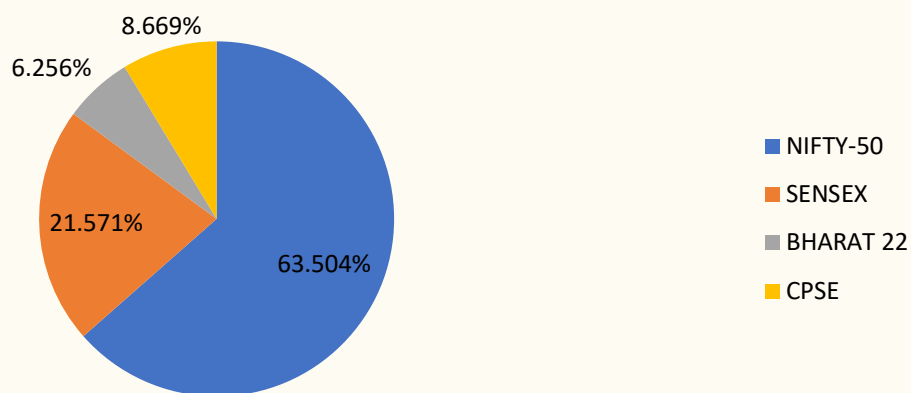
5.31 Gross investment made in ETFs (considering only buy transactions) during the FY 2018-19 is as follows:

Scheme	NIFTY 50	SENSEX	BHARAT 22	CPSE
EPFO Staff Provident Fund	12.13	4.82	0.00	0.00
EPFO Staff Pension and Gratuity	213.88	81.95	0.00	0.00
Employees Deposit Linked Insurance Scheme	308.45	125.01	0.00	0.00
Employees Pension Fund	5918.95	2008.66	528.12	295.00
Employees Provident Fund	11311.41	3813.99	1221.87	2130.00
Sub Total (in crores)	17764.82	6034.44	1750.00	2425.00
Total (in crores)	27,974.25			

Scheme-wise ETF investments (2018-19)



Index-wise ETF Investments(2018-19)

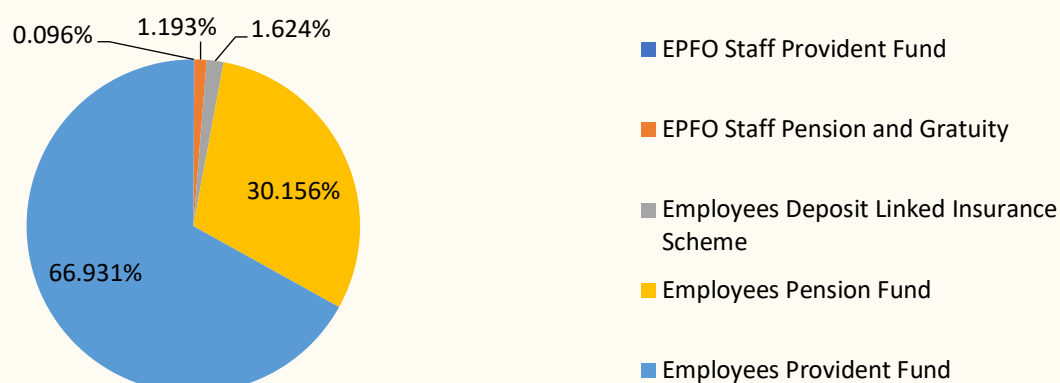


The gross amount invested in ETF till 31st March 2019 is Rs. 74,324.02 crores.

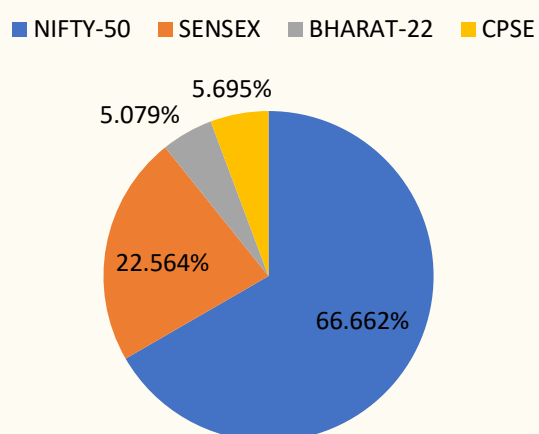
Gross investments made in ETFs (considering only buy transactions) during the period 5th Aug 2015 to 31st Mar 2019 is as under:

Scheme	SBI MF		UTI MF		BHARAT 22	CPSE
	NIFTY 50	SENSEX	NIFTY 50	SENSEX		
EPFO Staff Provident Fund	42.60	28.84	0.00	0.00	0.00	0.00
EPFO Staff Pension and Gratuity	647.41	238.98	0.00	0.00	0.00	0.00
Employees Deposit Linked Insurance Scheme	885.45	321.57	0.00	0.00	0.00	0.00
Employees Pension Fund	12106.16	4084.45	3310.11	1140.76	1028.12	743.72
Employees Provident Fund	25532.13	8594.55	7021.85	2361.61	2746.62	3489.09
Sub Total (in crores)	39213.75	13268.39	10331.96	3502.37	3774.74	4232.81
Total (in crores)	74,324.02					

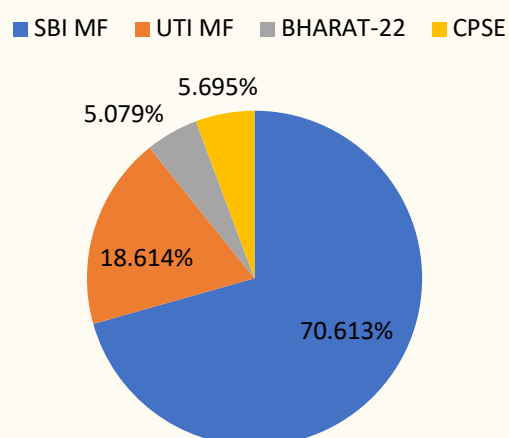
Scheme-wise ETF Investments since beginning



Index-wise ETF Investments since beginning



ETF Manufacturer-wise ETF Investments since beginning



5.32 FACTS AND PARTICULARS REGARDING INVESTMENTS (UN-EXEMPTED SECTOR).

A. INVESTMENT (AT FACE VALUE) [Excluding Equity related investments]

(1) Employees' Provident Fund:

Total Investments as on 31.03.2018	Rs. 5,92,992.14 Crore.
Net addition in Investments at Face Value during the year:	Rs. 80,840.64 Crore
Total Investments as on 31.03.2019	Rs. 6,73,832.78 Crore.

The net addition in investment during the year 2018-19 was Rs.80,840.64 Crore as against Rs.77,819.22 Crore during the year 2017-18.

(2) Employees' Pension Fund:

Total Investments as on 31.03.2018.	Rs. 3,63,119.63 Crore.
Net addition in Investments at Face Value during the year:	Rs. 51,568.35 Crore.
Total Investments as on 31.03.2019.	Rs. 4,14,687.98 Crore.

The net addition in investment during the year 2018-19 was Rs.51,568.35 Crore as against Rs. 44,707.25 Crore during the year 2017-18.

(3) Employees' Deposit Linked Insurance Fund:

Total Investments as on 31.03.2018.	Rs. 22,110.98 Crore.
Net addition in Investments at Face	Rs. 3,434.77 Crore.
Value during the year:	
Total Investments as on 31.03.2019.	Rs. 25,545.75 Crore.

The net addition in investment during the year 2018-19 was Rs. 3,434.77 Crore as against Rs. 1,828.93 Crore during the year 2017-18.

B. BREAK UP OF INVESTMENTS:

5.33 The total corpus (excluding equity related investments) lying invested under the three schemes and the percentage distribution of amounts invested in different categories of Investment provided under the extant Pattern and their consolidated status is depicted in following tables:-

Employees' Provident Fund. Face value(Rs. in Crores)

Sl. No.	Category	Face Value as on 31.03.2019 (Rs. in Crore)	%age
1.	Central Govt. Securities (CTG).	1,25,055.40	18.56
2.	(a) State Development Loan (SDL).	2,70,416.35	40.13
	(b) State Government Securities (STG).	13,458.26	2.00
3.	Special Deposit Scheme (SDS).	53,110.27	7.88
4.	Public Sector Financial Institutions/Undertakings (PSU) [including Private Sector bonds/securities (PVT)].	2,10,454.27	31.23
5.	CBLO in hand	1,338.23	0.2
TOTAL		6,73,832.78	100

Employees' Pension Fund Face value(Rs. in Crores)

Sl. No.	Category	Face Value as on 31.03.2019 (Rs. in Crore)	%age
1.	Central Govt. Securities (CTG).	64,510.59	15.56
2.	(a) State Development Loan (SDL).	1,21,702.13	29.35
	(b) State Government Securities (STG).	5,661.90	1.36
3.	Special Deposit Scheme (SDS).	1,400.52	0.34
4.	Public Sector Financial Institutions/Undertakings (PSU) [including Private Sector bonds/securities (PVT)].	92,547.73	22.32
5.	Public Account	1,28,372.19	30.95
6.	CBLO in hand	492.92	0.12
TOTAL		4,14,687.98	100.00

Employees' Deposit Linked Insurance Fund Face value(Rs. in Crores)

Sl.No.	Category	Face Value as on 31.03.2019 (Rs. in Crore)	%age
1.	Central Govt. Securities (CTG).	3,246.14	12.71
2.	(a) State Development Loan (SDL).	6,515.96	25.51
	(b) State Government Securities (STG).	337.70	1.32
3.	Special Deposit Scheme (SDS).	2.50	0.01
4.	Public Sector Financial Institutions/Undertakings (PSU) [including Private Sector bonds/securities (PVT)].	5,115.88	20.02
5.	Public Account	10,317.24	40.39
6.	CBLO in hand	10.33	0.04
TOTAL		25,545.75	100.00

Consolidated statement of category wise investment of corpus under different schemes at face value as on 31.03.2019 [Excluding Equity related investments].

		Schemes (Rs. in Crore)				% age
		Employees' Provident Fund	Employees' Pension Fund	Employees' Deposit Linked Insurance Fund	TOTAL	
1	Central Govt. Securities (CTG).	125055.40	64510.59	3246.14	192812.13	17.31
2	(a) State Development Loan (SDL).	270416.35	121702.13	6515.96	398634.44	35.78
	(b) State Government Securities (STG).	13458.26	5661.90	337.70	19457.86	1.75
3	Special Deposit Scheme (SDS).	53110.27	1400.52	2.50	54513.29	4.89
4	Public Sector Financial Institutions/Undertakings (PSU) [including Private Sector bonds/securities (PVT)].	210454.27	92547.73	5115.88	308117.88	27.66
5	Public Account	-----	128372.19	10317.24	138689.43	12.45
6	CBLO in hand	1338.23	492.92	10.33	1841.48	0.16
Total		673832.78	414687.98	25545.75	1114066.51	100.00

5.34 The details of category and coupon wise investment at Face Value (Debt) (Un-exempted Sector) in respect of different schemes i.e., for Provident Fund, Pension Fund and Insurance Fund as on 31st March 2019 are at **Appendices-5(ii) to 5(iv)**.

5.35 Net interest earned on investments (Including Equity Related Investments) (Un-exempted sector) during the year 2018-19 is given below:-

S.No.	Scheme	Net Interest (Rs. in crore)
1.	Employees' Provident Fund	50,695.83
2.	Employees' Pension Fund	21,589.62
3.	Employees' Deposit Linked Insurance Fund	1,147.32

INVESTMENTS OF PROVIDENT FUND (EXEMPTED SECTOR)

5.36 The exempted establishments are also required to follow the same pattern of investment as prescribed for the investment of the funds of un-exempted establishments being done by EPFO. The net investments during the year by exempted establishments were Rs. 77,528.72 cr.

5.37 Investments made during the year are given below:

INVESTMENTS MADE BY EXEMPTED ESTABLISHMENTS DURING 2018-19	
Category of Investment	Amount Invested (Rs. in cr.)
Special Deposit Account	1170.06
Govt. Guaranteed Securities	17843.22
State Govt. Securities	25783.83
Others	45398.14
TOTAL GROSS INVESTMENT	90195.25
LESS: Redemption	12666.53
TOTAL NET INVESTMENT	77528.72

RATE OF INTEREST TO MEMBERS

5.38 Interest @ 8.65% on monthly running balance has been recommended by the Central Board, EPF in its 224th Meeting held on 21st Feb, 2019. The interest rate on EPF deposits declared since 1952 onwards is given in **Appendix-5(v)**.

PRODUCTIVITY LINKED BONUS TO EPFO EMPLOYEES

5.39 Office-wise details of Productivity Linked Bonus for the year 2017-18 paid during the year 2018-19 to the employees of EPFO are given in **Appendix-5(vi)**.



Chapter 6

CUSTOMER SERVICE, COMMUNICATIONS & PUBLIC RELATIONS

6.1 CUSTOMER SERVICE & GRIEVANCE REDRESSAL MECHANISM IN EPFO

EPFO, in tune with its objectives, lays strong importance on customer service and the redressal of grievances of all stakeholders. The Organization has a robust mechanism to handle the grievances of its stakeholders i.e. employers, employees and pensioners served through a network of its offices spread throughout the country. The Customer Service Division existing in EPFO Head Office, New Delhi and field formations in 21 Zones and 135 Regional Offices across the country are equipped with full –fledged Facilitation Centres, PROs and supporting staff with an aim to provide quality service to all stakeholders of the organisation.

The various modes of registering and resolving grievances are -

- CPGRAMS
- EPFIGMS
- Call Center
- Social Media
- E-mails
- Nidhi Apke Nikat
- Facilitation Centers.

Grievances are received from subscribers, pensioners, account holders of EPFO and from employers of establishments both exempted and unexempted, directly and also through President's Secretariat, Prime Minister's Office (PMO), Directorate of Public Grievances (DPG), Directorate of Administrative Reforms and Public Grievances (DARPG), Ministry of Labour and Employment, National Human Rights commission (NHRC) and Social Media like Twitter and Facebook.

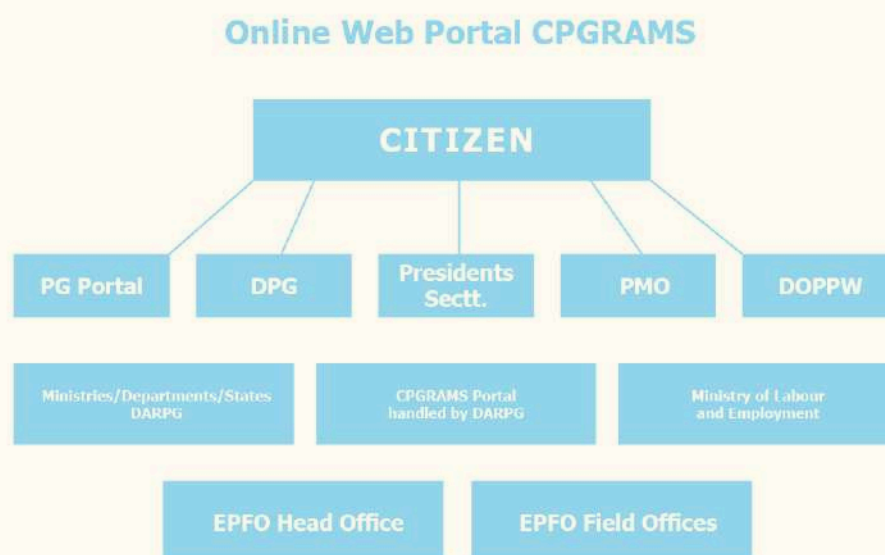
Grievances received primarily relate to following areas:

- Non Transfer of PF Accumulations.
- Final PF Withdrawals.
- KYC related issues of Subscribers.
- Claim settled but amount not credited in member's bank account.
- Non-Settlement of PF Advance claims.

6.2 STRUCTURE OF CUSTOMER SERVICE DIVISION.

The Customer Service Division in Head Office is headed by an ACC(HQ) level officer, who is assisted by, ACC(CSD), RPFC-1s, RPFC-2s, APFCs, and other staff officials.

6.3 CENTRALIZED PUBLIC GRIEVANCE REDRESSAL AND MONITORING SYSTEM (CPGRAMS)

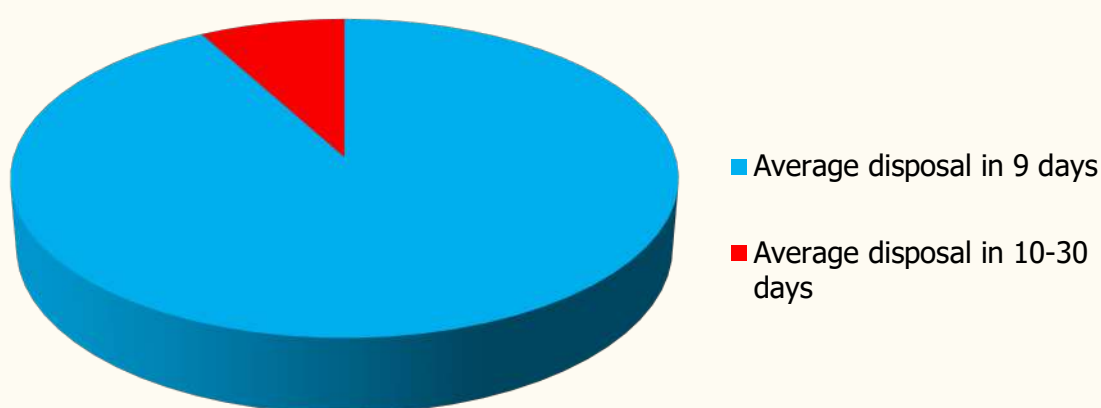


Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) is available on PG portal of Govt of India. (www.pgportal.gov.in). CPGRAMS is a programme developed and executed by the DARPG under Ministry of Personnel, PG & Pension, Govt. of India which has been successfully implemented in EPFO. All the offices are regularly using CPGRAMS to monitor & redress the grievances.

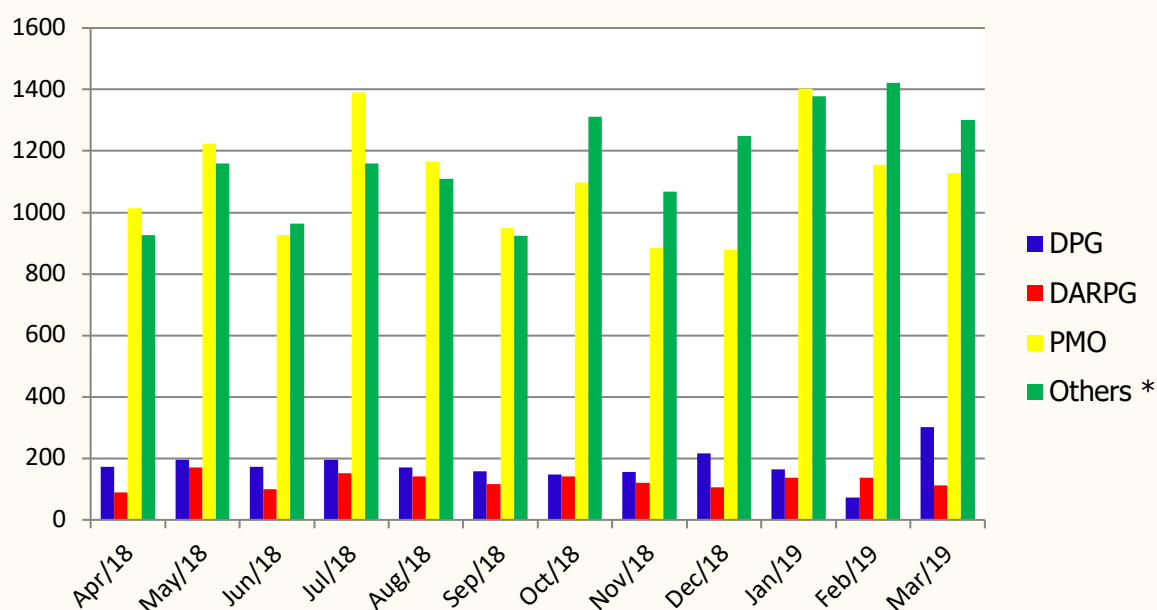
Monitoring of grievances received under CPGRAM Portal.

- The grievances under CPGRAM Portal are received by Customer Service Division (CSD) in EPFO Head Office through Ministry of Labour. After receipt of grievances, they are forwarded to the concerned field office as well as ACC of the concerned Division in Head Office for redressal.
- It is the responsibility of field offices to redress the grievances within time and reply through PG Portal to CSD, Head Office.
- The CSD in turn forwards the reply to Ministry of Labour for its final disposal. The Ministry of Labour then replies to the citizen except in case of grievances pertaining to DPG which are disposed by DPG itself.

Year	Total Receipts	Total Disposals	Percentage
2018-19 (01.04.18 to 31.03.19)	23,917	23,683	99.02%



Grievances received and resolved through CPGRAMS in 2018-19



* President Secretariat, Pension & local/internet

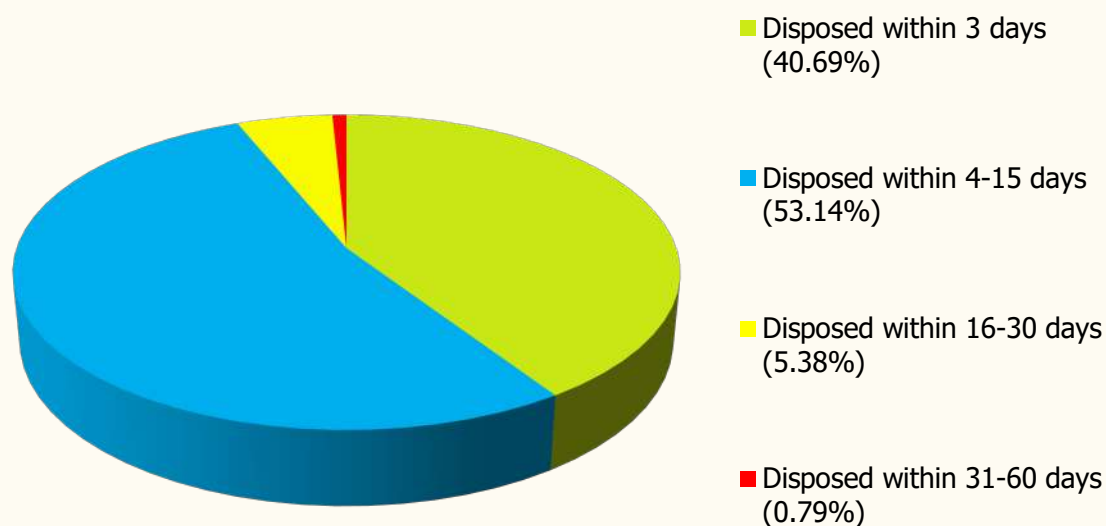
6.4 EPFiGMS

EPFiGMS launched in 2010 is an internet based grievance management system, developed by CSD in collaboration with NIC, and is customised to the needs of the Organisation. EPFiGMS has been developed with a view to provide a single window platform that is able to record, acknowledge and track/monitor grievances till its final redressal.

Now, the system has not only afforded convenience to subscribers to register their grievances/queries without any spatial or temporal restrictions but has also proved to be of immense value to field offices in managing grievances. Subscribers can now access the system from anywhere according to their convenience at any time. EPFiGMS is loaded with several advanced features, most important being the facility to track movement of registered grievances till their final disposal.

Grievances Registered & Disposed in EPFiGMS

Year	No. of Grievances	Disposed	% of Disposal
2018-19	6,48,312	6,43,097	99.19%



Revamping of EPFiGMS is under process and Citizen Interface Module of EPFiGMS Version 2.0 was made operational w.e.f. 01.03.2019 for stakeholders and work on office module of EPFiGMS was started by NIC.

The revamped EPFiGMS 2.0 is loaded with several advanced features, most important being:-

- Four major roles incorporated-
 - PF member
 - EPS pensioner
 - Employer
 - Others
- OTP verification
- Online lodging of grievance/complaint based on UAN
- UAN integrated with master data base of EPFO resulting in identification of EPF office for redressal of grievance
- Grievance can be lodged for multiple PF numbers available in UAN
- PPO number validation/integration (for EPS pensioners) with centralised data base of EPFO
- Reminders for pending grievances
- View status
- Provide feedback on redressal of grievance
- 59 categories for identifying grievance prone areas
- Facility for subscribers to upload multiple documents

Further, once a grievance is registered, system generates a unique registration number and auto generates acknowledgement through SMS & email. Thus there is ease of registration of grievances and faster redressal after revamp. The interface has also been made bilingual for easier access.

6.5 CALL CENTRE

Toll Free Number 1800118005 is activated and replies are sent to emails received on employeefeedback@epfindia.gov.in and employerfeedback@epfindia.gov.in. There are 16 lines for the Toll Free Number and all of them are manned by operators during working hours. Earlier Call Centre was running in a single shift. However now, Call Centre is being run 24X7 in three shifts of 8 hours each. Capacity enhancement & technological upgradation of Call Centre is in process.

6.6 PRO AND FACILITATION CENTRES

Every office in the organization has a PRO (Public Relation Officer) and a Facilitation Center. All visitors are received at the facilitation centre and proper guidance/clarifications are given to them about various services/benefits extended by the organization. Their grievances, if any, are also redressed.



6.7 NIDHI APKE NIKAT

In an endeavor on the part of the organization to be more accessible to its stakeholders including employers, Nidhi Apke Nikat Camps are held at field levels on 10th of every month. This programme is also a platform for grievance redressal as it brings all stakeholders on a common platform where feedback is obtained for future improvement in service delivery.

- It brings together employees/employers and pensioners on a common platform.
- Various new initiatives in the interest of the employees/employers by EPFO are explained during the programme.
- It encourages both employees and employers to give suggestions and feedback regarding different issues affecting EPFO's service delivery.

6.8 POLICY CHANGES

In order to bring more transparency and minimise grievances, directions were issued for providing calculation sheet to subscribers at the time of PF withdrawal and also to provide calculation sheet to pensioners explaining the pension amount sanctioned. Comprehensive policy guidelines have been issued from time to time reiterating commitment to improve service standards in the EPFO and they are being monitored intensively by the Head Office and the Zonal offices. Quality of grievance handling also counts substantially towards performance appraisal.

6.9 The details of total grievances received and redressed during the last three years are given below:

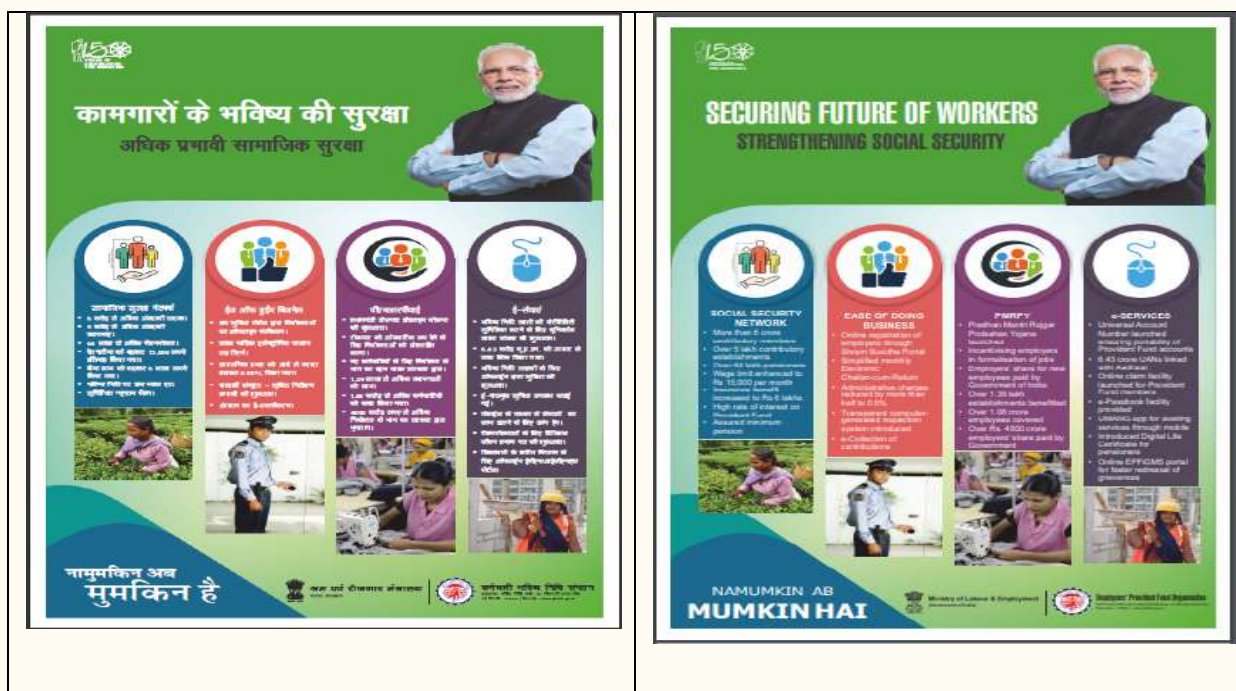
Year	2018-19	2017-18	2016-17
Grievances pending at the beginning of the year	3272	2254	1281
Received during the year	645040	423430	239912
Total	648312	425684	241193
Disposed off during the year	643097	422412	238939
Balance at the end of the year	5215	3272	2254
Percentage of Disposal	99.19	99.23	99.06

COMMUNICATIONS & PUBLIC RELATIONS (C & PR):

6.10 C & PR Division is the nodal desk of EPFO for dissemination of information on policy briefs, media coordination, print media advertising, audio visual advertising, printed publicity, exhibitions, outdoor publicity and the likes. The C & PR Division has been quite active in spreading awareness about the initiatives taken by EPFO for ease of doing business, efficient service delivery and widening the reach of EPF benefits. Press releases were issued from time to time for bringing developments in EPFO to the knowledge of citizens. Digital media also carried out news articles on the basis of press releases issued by EPFO. Added to this, Press Conferences were held on the sidelines of major events like CBT meetings or launch of new facilities which facilitated good media coverage to the initiatives of the Organisation. Besides this, routine print advertisements were got published through DAVP.

6.11 In 2018-19, a radio campaign on Pradhan Mantri Rozgar Protsahan Yojana (PMRPPY) was carried out through NFDC. Two radio spots of 30 seconds each were aired on private FM channels and AIR for 15 days w.e.f from 27.11.2018 to 11.12.2018 across the country. The objective was the registration of workers with EPFO so as to have social security benefits and avail benefits under the PMRPPY scheme in respect of generation of new employment.

6.12 A full page color print advertisement was also published in 73 newspapers across the country on 9th March 2019 under caption “NAMUMKIN AB MUMKIN HAI” highlighting initiatives and achievements of EPFO.



6.13 KEY COMMUNICATIONS HIGHLIGHTED THROUGH PRESS RELEASES: -

- Subscribers of the EPF Scheme would individually have two separate member account heads (a) fixed income where fixed annual interest gets credited to member's account (b) Equity (ETF) where investment in equity is reflected as units and the return is marked to market.
- Age-band wise estimate of all new subscribers as declared by the employers minus the subscribers quitting jobs every month.
- Information about monthly contribution into the EPF accounts through e-passbook online, UMANG mobile app and missed call service.
- SMS/email to members (having registered mobile number against their respective Universal Account Number) in respect of whom contribution has not been deposited by the employer with EPFO for a given month in due time.
- Introduction of 'View Pension Passbook' services for the pensioners through UMANG app in addition to other e-services of EPFO available through UMANG app viz. view EPF passbook, raise claims, track claim, search establishment, search EPFO office, know your claim status, update Jeevan Praman and few more.
- ECR validation tool for employers before uploading on Unified Portal which will facilitate employers to pre-validate the ECR and also carry out amendments in the ECR file before uploading on Unified Portal.
- 66th Foundation Day Celebrations of EPFO on 1st November 2018. Facility of "Claim Receipt Entry" at District offices, facility of online returns of International Workers, inaugurated by Hon'ble Minister of State (L&E) and achievements on PMRPY besides

informing that with 63 lakh pensioners, EPFO is the 21st largest pension fund globally as per Willis Towers Watson Report 2017.

- Key decisions taken by Central Board of Trustees, EPF.
- Recommendation of CBT for crediting of 8.65% rate of interest on EPF accumulations in the EPF member's account for the year 2018-19
- Additional responsibilities assigned to District Offices that include coverage and compliance, assessment of dues and damages, receipt and registration of claims, handling of grievances and recovery of assessed amounts in respect of establishments falling under the jurisdiction of the District Offices.

EPFO'S FACEBOOK AND TWITTER HANDLE

6.14 Facebook and Twitter handle of EPFO were constantly used to share information with its stakeholders. EPF stakeholders were encouraged to register their grievance on <http://www.epfigms.gov.in>, the online internet grievance management portal of EPFO - EPFIGMS loaded with a feature to track their grievance status. While responding to their queries, they were informed about the various online services available on EPFO website viz. UAN activation, facility to check claim status, KYC updation, know your EPF balance, transfer of previous PF account to current UAN by submitting transfer claim online through the unified portal for members.

6.15 During 2018-19, these platforms were also used to highlight important meetings/events namely CBT, EPF meetings, Foundation Day celebrations of EPFO and launch of PM-SYM by the Government. As on 31.3.2019, EPFO had 1,42,298 followers on its facebook page and more than 27,500 followers on twitter.

RIGHT TO INFORMATION

6.16 EPFO has designated Central Public Information Officers (CPIOs), Central Assistant Public Information Officers (CAPIOs) and First Appellate Authorities for each field office as well as each Division of Head Office to discharge the responsibilities under RTI Act. The list of these officials is available on EPFO's website-www.epfindia.gov.in. Status of disposal of applications/appeals filed under RTI Act during the year is given in **Appendix-6**.



Chapter 7

HUMAN RESOURCES

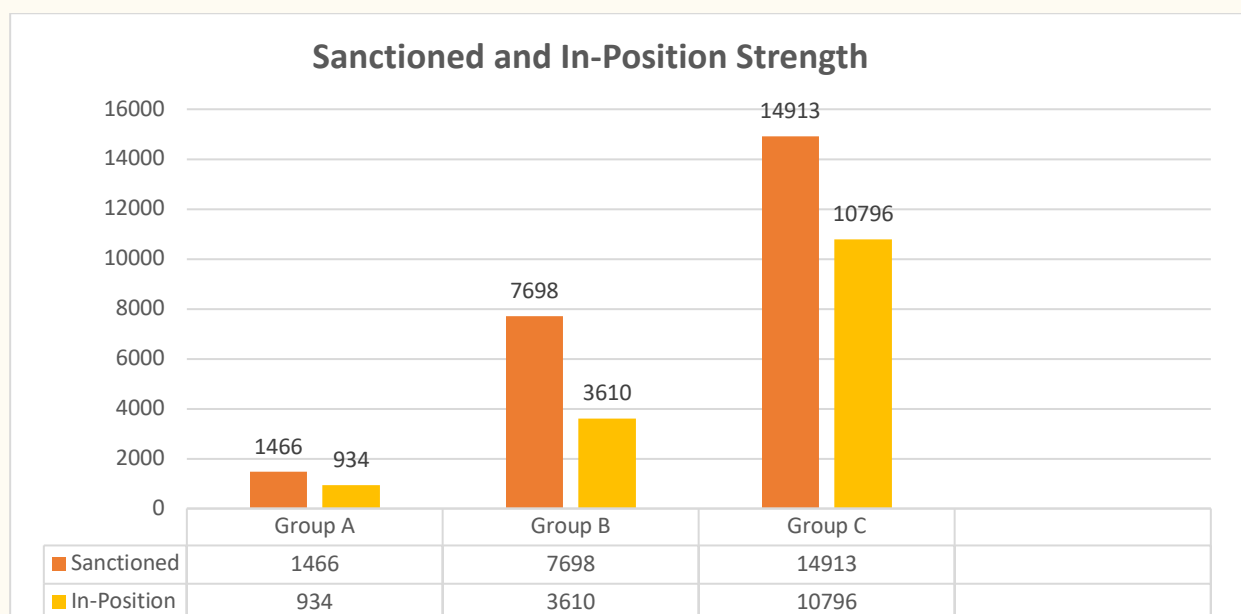
7.1 Human Resource is an important division in EPFO in view of the large organizational set up and diversity in line and staff functions. The overall mandate of HR Division of EPFO is to create a work environment that can continuously identify, nurture and use the capabilities of its officers and staff through appropriate policies in the area of training, career development and performance management. Regarding human resource as the most valuable asset of the Organisation, present jobs and plans are evaluated continuously making provisions for expected future role. A dedicated work force of 15340 officers and staff was in position at the end of March 2019 in the Head Office (including National Academy and 4 Zonal Training Institutes and 1 Sub Zonal Institute), 21 Zonal Offices, 135 Regional Offices, 114 District Offices, 5 Special State Offices and 4 Service centres. The HR functions are principally guided by policy guidelines issued by the Department of Personnel & Training (DOP&T) in management of manpower resources and optimum utilization for delivery of the social security benefits under the EPF & MP Act 1952.

7.2 The Human Resource Division is headed by Additional CPFC (HQ), a Joint Secretary level officer. Its functions are organized into units that supervise various cadres. Apart from Human Resources Management Wing, it has Human Resource Development and Examination wings and also deals with training, welfare and industrial relations.

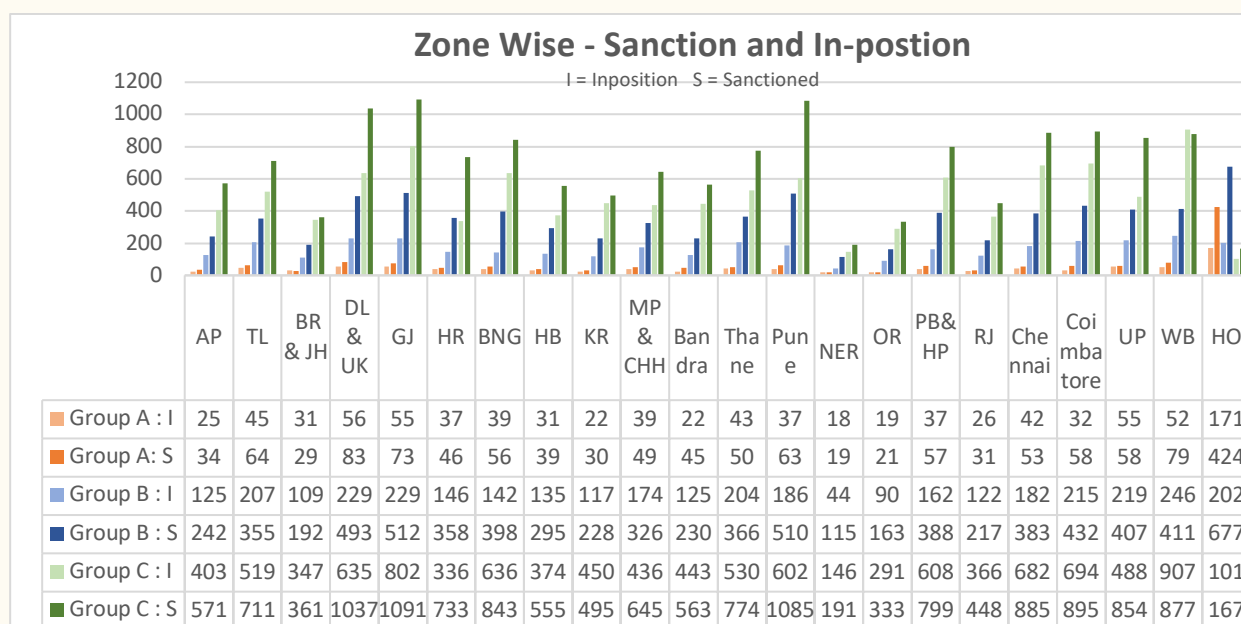
MANPOWER

7.3 The total strength of Officers and Staff in the Employees' Provident Fund Organisation as on 31.03.2019 stood at 15,340 as against the total sanctioned manpower of 24,077.

7.4 The distribution of total staff among various cadres as on 31.03.2019 is as follows:-



7.5 The detailed post-wise sanctioned strength and in position strength for Group A, Group B and Group C Staff/Officers are given in **Appendices-7(i) to 7(iii)** and Zone/Category-wise in **Appendices-7(iv) to 7(vi)**.



PROMOTIONS/RECRUITMENTS

7.6 The Group 'A' cadre of the Organisation is managed centrally at Head Office by the Human Resources Management Wing. During the year, HRM completed all important activities in order to fulfill the manpower requirement for the Organisation by conducting regular Departmental Promotion Committees (DPCs). The Central Board in its 223rd meeting held on 04.12.2018 approved the implementation of the revised guidelines issued by DOP&T vide O.M. dated 08.05.2017 to shift the crucial date of eligibility to 1st January of the vacancy year as contained in para 5 of the OM and relevant years upto which APARs are to be considered for conducting DPC meetings and its adoption in relation to the post and cadres in Group "A", "B" & "C". Further, the Central Board also approved relaxation in eligibility service in the feeder post for promotion to the higher posts in Group 'A' cadres

to meet the administrative requirement of the Organisation as well as genuine career aspirations of the Officers. The cadre-wise promotions made during the year in Group "A" and "B" are as under:-

Additional Central Provident Fund Commissioner (HQ) / Addl.CPFC - During the year, five posts of Additional CPFCs (HQ) in Level 14 of Pay Matrix were filled up by promotion of Additional CPFCs. Further, DPC during the transit vacancy year 2018 was conducted and 20 officers were promoted to the post of Addl. CPFC in Level 13 of the Pay Matrix.

Regional Provident Fund Commissioner (Grade-I) - During the year, DPC meeting for promotion to the post of Regional Provident Fund Commissioner (Gr.I) in Level 12 of the Pay Matrix for the vacancy year 2018 was conducted and 41 officers were promoted to the post of Regional Provident Fund Commissioner (Gr.I).

Regional Provident Fund Commissioner (Grade-II) - During the year, DPC meeting for promotion to the post of Regional Provident Fund Commissioner (Gr.II) in Level 11 of the Pay Matrix for the vacancy year 2018 was conducted and 130 officers were promoted to the post of Regional Provident Fund Commissioner (Gr.II) from the feeder post of Assistant Provident Fund Commissioner.

Assistant Provident Fund Commissioner - During the year, confirmation in respect of eight Assistant Provident Fund Commissioners was made.

Enforcement Officer / Accounts Officer (Examination Quota)-The DPC recommendation in respect of promotion to the post of Enforcement Officer / Accounts Officer under Exam Quota in respect of Uttar Pradesh, Bihar, Rajasthan, Karnataka and Gujarat were approved. Total 19 promotions to the post of Enforcement Officer/Accounts Officer under exam quota were approved during the period.

Enforcement Officer / Accounts Officer (Seniority Quota)-The Regularization/ Promotion for the post of Enforcement Officer / Accounts Officer in respect of 14 Regions was approved. Total 55 promotions to the post of Enforcement Officer / Accounts Officer under Seniority Quota were made during the period.

Senior Hindi Translator (SHT)-During the year, HRM Wing conducted DPC meeting for the promotion to the post of Senior Hindi Translator. Total 05 promotions to the post of SHT under Seniority Quota were made during the period.

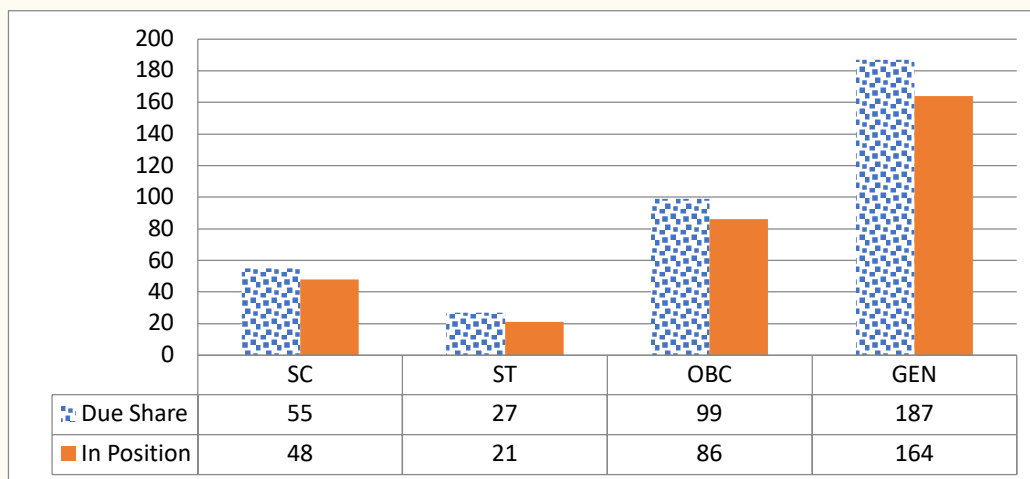
IMPLEMENTATION OF RESERVATION POLICIES

7.7 Reservation in Group 'A' posts

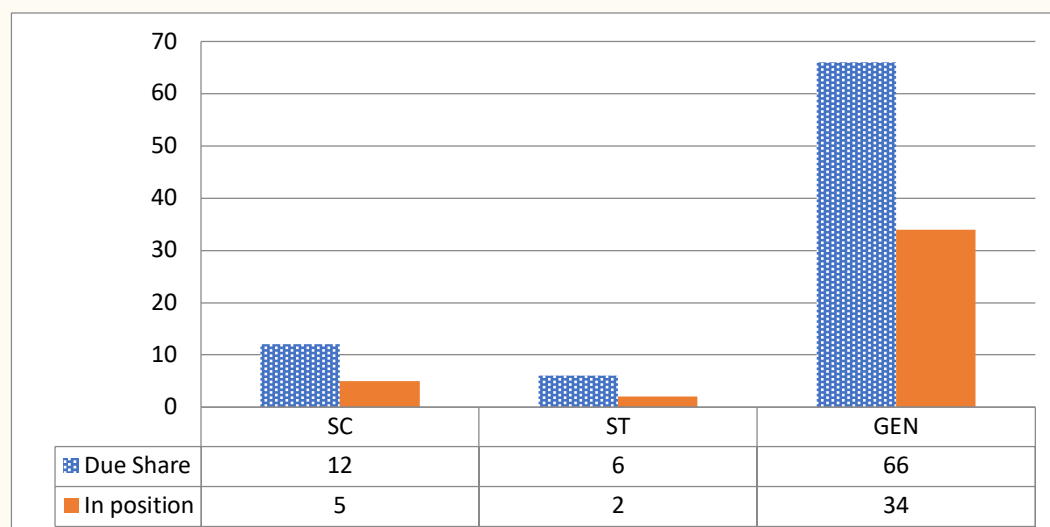
The reservation in services in Group 'A' in accordance with the policy of the Government of India, is only applicable in the lowest rank of the Commissioners' cadre of the Organisation in the grade of Assistant Provident Fund Commissioner.

In accordance with extant provisions, the benefits of reservation have been extended to eligible officers in APFC cadre. As on 31.12.2018, the representation of various categories in the cadre of APFC in Direct Recruitment Quota as well as Departmental Promotion quota is given below in the following graphs :-

Direct Recruitment Quota - Position as on 31.12.2018



Seniority Quota - Position as on 31.12.2018



7.8 The category-wise status of Group "B" and Group "C" officials in various zones is placed at appendices 7(v) and 7(vi) respectively.

7.9 A Special Cell headed by Additional Central Provident Fund Commissioner as Chief Liaison Officer (CLO) at Head Office ensured due compliance of the orders of reservation policy issued from time to time pertaining to SCs and STs and disposed off grievances of the employees of these categories. It also scrutinized and consolidated the statistical data in respect of them. The Chief Liaison Officer is assisted by Liaison officer, Assistant Commissioner and two Section Officers. Further, one Liaison Officer has been nominated in each of the Regional Offices.

7.10 The CLO also undertakes visits to the Regional Offices to inspect the reservation rosters /registers maintained by them. Similarly, Liaison officers of the Regional Offices periodically inspect and scrutinize the reservation rosters/registers in their respective offices. The lapses, if any, noticed at the time of inspection with regard to proper implementation of the reservation rosters/registers, including shortfall/backlog vacancies of reserved categories are recorded in the inspection report for

rectification of the same by the concerned offices. The recommendations of the CLO are promptly attended to and clarified.

7.11 The Special Cell received 17 grievances from SC/ST employees and their Associations in the financial year 2018-2019, out of which 08 have been replied or redressed and remaining 09 are being continuously pursued for finalization.

HUMAN RESOURCES DEVELOPMENT

7.12 The Human Resource Development Wing is the policy, planning and management wing of Human Resource Division. Its specific responsibilities include creation of posts and drafting and amendment of Recruitment Rules in consultation with the Ministry of Labour & Employment. It also deals with Cadre Review and Restructuring, policy matters relating to Training & Development and Delegation of Administrative and Financial Powers. The wing's broader mandate is to create a climate that can continuously identify, nurture and use the human resource pool through appropriate policies and intervention in the area of training, and career development.

7.13 During the year 2018-19, 05 Recruitment Rules i.e., Director (Information Service), Joint Director (Information Service), Deputy Director (Information Service), Assistant Director (Information Service) and Senior Hindi Translator have been notified in the Gazette of India.

7.14 The New Pension Scheme (NPS) of the Govt. of India was adopted by the Organisation during the deliberations of 190th meeting of the Central Board of Trustees, Employee's Provident Fund held on 15.09.2010 for officers/employees of the Central Board appointed on or after 01.01.2004.

A total of 130 DDOs of EPFO are registered as PAOs with National Securities Depository Limited (NSDL). 5680 employees of EPFO are currently subscribing to NPS.

EXAMINATION SECTION

7.15 MoU was signed with IBPS for conducting Direct Recruitment examination for the post of Assistant Section Officer and Social Security Assistant.

PROGRESSIVE USE OF HINDI

7.16 EPFO is committed towards ensuring propagation and expansion of the official language i.e. Hindi and its increasing use at various levels. The year witnessed an overall increase in the progressive use of the official language, as is evident from the following:

- Official Language Implementation Committees (OLIC) constituted in all Regional/Zonal offices and training institutions of the organisation took steps for increasing the use of Hindi in official communications every quarter. During the year, 588 meetings of the Official Language Implementation Committees were conducted in these offices.
- During the year, 636 quarterly progress reports were received from different Offices. After detailed review, they were rated in categories of Outstanding, Very good, Satisfactory and Poor.

- 597 Hindi workshops were organized during the year at all India level to make the staff of Zonal/Regional offices familiar with the official language. 5,679 officers and staff members got the opportunity to improve the knowledge and skill of Hindi in their official work.
- The officials who worked 75% ('B' region) and 50% ('C' region) in Hindi, were granted cash award of Rs. 1000/- each under the "Vibhagiya Hindi Prayog Nakad Puraskar Protsahan Yojana". An amount of Rs. 18,71,000/- was spent under this head.
- As per the directions of Department of Official Language, Ministry of Home Affairs, Govt of India, through its letter dated 29.03.2017, the Chairmanship of Town Official Language Implementation Committee (TOLIC), South Delhi-1 was entrusted to EPFO, Head Office. Initially, the number of affiliated offices under it was 70, which increased to above 90. 10 Nodal Officers were nominated for monitoring of the offices. In order to provide information to all the offices, "Nagar Rajbhasha Karyanvan Samiti (NARAKAS)" tab was made available on the official website of EPFO, in collaboration with NDC and e-mail id: `tolic.epfo@epfindia.gov.in' was created for communication through e-mails. During the year 02 meetings were successfully held as per the directions of the Department of Official Language, Ministry of Home Affairs, Govt. of India.
- As per the directions of the Department of Official Language, all Regional Offices are active members of Town Official Language Implementation Committee (TOLIC) and actively participated in its activities. During the year, the following Regional Offices were awarded various prizes by TOLIC for best performance in Hindi in their offices viz., Mangalore, Muzaffarpur, Bhagalpur, Rajkot, Gurugram, Thane-I, Ludhiana and Bandra.
- Each office of EPFO has a library for use by the staff. Out of the total amount spent on purchase of books, minimum 50% of the amount is spent for purchasing Hindi books. During the year, a total amount of Rs.5,40,809/- was spent on purchase of Hindi books while the expenditure incurred on purchase of total books was Rs. 8,76,785/-. Thus, 61.68% amount was spent on purchase of Hindi books.
- As per Government of India instructions, Hindi fortnight was organized in the month of September in all the offices of EPFO. Various competitions were held and an amount of Rs. 52,00,950/- was spent on prize distribution on this occasion.
- To review the progress of Official Language in EPFO, the Committee of Parliament on Official Language visited Regional Office, Dehradun (02.05.2018), Regional Office, Mysore (19.06.2018), Regional Office, Agra (30.08.2018), Regional Office, Guwahati (03.10.2018), Regional Office, Gurugram (02.11.2018), Head Office (16.01.2019), Regional Office, Nagercoil (22.01.2019) and Regional Office, Goa (06.03.2019).
- Use of Hindi in regular press releases continued to be encouraged by the Publicity Division of EPFO, Head Office. Necessary information was sent in Hindi through emails to Ministry of Labour & Employment and all field offices. All tenders, notices, answers to Parliamentary questions etc. were sent bilingually.
- EPFO website www.epfindia.gov.in has been made bilingual. All manuals and procedural literature have been prepared in bilingual form and displayed on the website.

Circulars/Office Orders/Transfer/Posting Orders of the officers were prepared bilingually at the earliest and uploaded on the website.

EPF STAFF PENSIONERS

7.17 The total number of pensioners of EPFO as on 31.03.2019 stood at 12,375. Out of this 9,680 are pensioners and 2,695 are family pensioners. Nodal Officers have been designated for redressing the grievances of the pensioners in particular. The details of total number of Staff pensioners and Family pensioners (Zone-wise) are provided at **Appendix-7(vii)**.

SPORTS ACTIVITIES

7.18 The Sports calendar for the year 2018-2019 was approved by the Central Provident Fund Commissioner & President, Central Sports Promotion Board (CSPB). The sports calendar was circulated to all the Regional Sports Promotion Boards with the direction that they are free to conduct the events as per their suitability of dates.

7.19 For conducting sports activities for the year 2018-19, budget was provided to EPF Central Sports Promotion Board for both indoor as well as outdoor activities. To meet the expenditure, budgetary allocation was made to all Regional Sports Promotion Boards (RSPBs) to conduct the sports activities like tournaments and granting sports allowances for participating in Zonal and Final events.

7.20 As per the sports calendar for the year 2018-19, sports events were organised by RSPBs of states in respect of Indoor Games, Football, Cricket, All India Athletic Meet along with Indoor finals and Basket Ball and Volley Ball. The Zonal winners of respective events qualified for the All India finals. Following Teams emerged as winners in All India finals of sports events during 2018-19:

SI No.	Name of the event	Name of RSPB / ZO
1.	Cricket	Delhi
2.	Football	Tamilnadu
3.	Basket Ball	Tamilnadu
4	Volley Ball	Goa
5	All India Athletic Meet & Indoor finals	Maharashtra

STAFF WELFARE FUND

7.21 The CBT in its 121st meeting held on 29.12.1989 approved the setting up of an EPF Staff Welfare Fund with an objective to provide security-cum-welfare cover to all the staff members of the EPFO. The total budget for the year 2018-2019 under Staff Welfare Fund towards welfare activities was approved by the competent authority, out of which allotment was made to different Regional Staff Welfare Committees (RSWCs) / Zonal Offices for the following activities for the year 2018-2019.

(a) Staff Recreation Club: During the year 2018-2019, fund was allotted under the Budget Head "Staff Recreation Club" for purchase of equipment/ furniture /library books/ excursion trips and also for setting up of recreation club in newly opened Offices.

(b) Scholarship & Book Award: Fund was disbursed to the Regional Staff Welfare Committees towards Scholarship & Book Award for the wards of employees who secured 80% marks in Class XII for continuance of their studies.

(c) Other Activities: Fund for the following activities was disbursed to the Regional Staff Welfare Committees:

- Providing financial assistance @ Rs. 1,80,000/- to the employees/family members in cases of prolonged illness & surgery after being screened by a Committee constituted in each field office including Head Office and PDNASS.
- Farewell grant to the retiring officials fixed at Rs. 15,000/- per retiring employee.
- Mandatory medical health checkup for all employees who have attained the age of 50 years and optional for employees who have attained the age of 45 years. Medical checkup facilities can be availed by the employees and their spouses biennially in the age group between 50-55 years and every year in the age group 55-60 years with a maximum ceiling of Rs. 2000/- per male employee/spouse of female employee and of Rs. 2200/- for female employee/spouse of male employee.
- Women's Day Celebration
- Maintenance of Ladies Common Room

(d) Death Relief Fund: Death Relief Fund was released to the family members of employees of EPFO @ Rs.3.60 Lakh in the event of death while in service. Budget was disbursed to the Regional Staff Welfare Committees towards Death Relief Fund.

(e) Cultural Meet: Fund was allocated @ Rs. 20,000/- to each office for conducting the cultural meet.

(f) Holiday Home/Guest House : Holiday Homes at Shimla (Himachal Pradesh), Panaji (Goa) and Kanyakumari (Tamilnadu) are functioning properly.

(g) Canteen: The allocation of fund is based on the demand raised by the Regional Staff Welfare Committees for their respective canteen facilities.

NEW INITIATIVES DURING THE YEAR

7.22 The EPF, Central Staff Welfare Committee has constituted a Sub Committee for exploring various issues related to welfare schemes of EPFO in effective and more beneficial manner with financial implications.

ADMINISTRATIVE VIGILANCE

7.23 The Administrative Vigilance Section (AVS) was created under the Human Resource Management Wing of the Head Office on 29th September, 2011 to deal with the lapses of administrative nature not involving vigilance angle with some additional items of work being assigned later on. The performance during the year i.e., 2018-19 is summarised as under:

- Intimations and returns in respect of transactions in immovable and movable properties by officers in Group 'A' cadres - With a view to reap the benefits of digitization and becoming environmentally responsible, submission of Annual Immovable Property Return (IPR) was made online and the section received approximately 5000 such IPRs through SPARROW portal. 210 Transaction intimations about acquisition or disposal of properties and financial investments, were examined for conformity with rules of conduct.
- Complaints and grievances received from various sections of the society and individuals through various sources such as Prime Minister's Office, Ministry of Labour & Employment, Central Vigilance Commission, Cabinet Secretariat and other Divisions in Head Office - The contents of 311 such receipts were looked into and appropriate action as per extant rules

was taken to ensure probity amongst the officials manning the Organisation. A total of 05 complaints alleging sexual harassment were also received in the Section which were got investigated/examined as per procedure by the concerned field Offices.

- Institution of disciplinary proceedings for misconduct in respect of whom Disciplinary Authority is Central PF Commissioner - Based on references received from Regional/Zonal Offices, disciplinary Proceedings were instituted against two officials. Steps were taken for timely finalization of pending departmental cases, as a result of which 06 such cases were concluded. Penalty was imposed on 04 errant officials and charges were dropped in the remaining 02 cases.
- Disposal of Appeal, Revision and Review applications against orders passed by the Disciplinary Authority or Appellate Authority under relevant provisions of the EPF Staff (CC&A) Rules, 1971 - Two such requests were received during the year, and a total of six cases (including those pending from previous years) were decided by the Competent Authority.
- Review of cases of Suspension - Consequent upon transfer of this matter from Vigilance Wing to HRM Wing and then to AVS, suspension in all incidents, including vigilance cases, were processed. Meetings of Suspension Review Committee were convened from time to time and all the cases as per time due were placed before it for review. Based on decision of the Appointing Authority, a total of 11 officials were placed under suspension. During the period, suspension of 05 officials was revoked as per recommendations of the Committee.
- Miscellaneous work pertaining to aforesaid core areas - Approximately 1200 Vigilance Clearance Certificates were processed, apart from applications under RTI Act, cases pertaining to Courts/Tribunals/Commissions, sanction of honorarium to Inquiry/Presenting Officers for Departmental cases etc.

7.24 CASES REVIEWED UNDER FR- 56(J)/RULE 48 OF CCS (PENSION) RULES, 1972

No. of officials covered	No. of reviews undertaken	No. of cases taken up under FR 56(J)	Action taken
140	03	140	None Recommended for retirement under FR 56(J)

The exercise relating to Screening and Review under FR 56(J) and Rule 48 of CCS (Pension) Rules, 1972 is an ongoing exercise being undertaken in Head office as well as 135 Field Offices. The data above relates to review undertaken in respect of Field Offices for Group-B (EO/AO) and equivalent posts and in Head office in respect of Section Officer and equivalent and below Section Officer and equivalent posts.

7.25 APAR FOR THE YEAR 2018-19

During the reporting year 2018-19, the HRM-IX Section maintained Annual Performance Appraisal Reports for all Group "A" Officers.

Representations of Group "A" officers regarding APAR grading and adverse remarks were disposed off and conveyed to the officers concerned.

Online Filing of APARs through SPARROW Software:-

- From the reporting year 2016-2017, the EPFO has implemented the e-SPARROW software of NIC for online submission, monitoring and recording of Annual Immovable Property Return (AIPR) and Annual Performance Assessment Report (APAR) for Group 'A' Officers in the Commissioner cadre w.e.f. January, 2017.
- From the reporting year 2017-18, the process of filing of online Annual Immovable Property Return has been implemented for groups 'A' & 'B'.
- The process of filing of Annual Performance Assessment Report through SPARROW for other Cadres is underway.
- Migration of SPARROW Software from NIC portal is also underway.
- As per SPARROW Dashboard Report, during the reporting year 2018-19 approximately 1200 Annual Performance Appraisal Reports for the year 2017-18 of Group "A" officers were generated and queries regarding the SPARROW Software were replied.
- Reminders were issued from time to time for timely completion of the APARs in SPARROW software.
- Meetings were held with NIC regarding SPARROW Software.
- The SPARROW Software has transformed the process of APAR filing completely from paper based to online system. It is also helpful for proper monitoring of the APARs. It is now possible at the Central Management to check the level of pendency in each office, where system provides for reminders through e-mail and SMS to the officer at whose level the APAR is pending. It is now expected that the whole system of APAR writing will be streamlined with the help of the SPARROW software, which was hitherto consuming a lot of manpower and was marred by delays.

VIGILANCE

7.26 To ensure transparency, efficiency and integrity in administration, the EPFO's Vigilance Division has adopted a multipronged strategy of preventive vigilance measures to contain, control and curb corruption in order to ensure prompt, effective and hassle-free service to its subscriber members.

7.27 As the Organization grew larger with an ever increasing subscriber base, its functions became more diverse and it had to cope with increased quantum of service delivery responsibilities and consequently its accountability also grew manifold. In these circumstances the role of Vigilance became ever more crucial. The Vigilance Division in EPFO is headed by a Joint Secretary level Chief Vigilance Officer at the Headquarters in New Delhi. It has four Zonal Vigilance Directorates headed by Deputy Directors (Vigilance), located in Hyderabad, Mumbai, Kolkata and New Delhi to monitor effective implementation of preventive vigilance measures in a proactive manner.

7.28 PREVENTIVE VIGILANCE

- Development of Software Tool for identification of multiple payments to single bank account:

It served not only to prevent frauds by identifying potential cases but also detected past instances of fraudulent multiple payments to single bank account.

- **Introduction of Concurrent Audit System:**
Through this, transactions involving members with a major change in their profiles, high value claims, inoperative accounts etc are re-audited to verify correctness of such transactions.
- **Intimation of non-deposit of contribution to members:**
To bring more transparency, intimations are sent via SMS to those EPF members in respect of whom contribution has not been deposited by the employer for a given month in due time.

7.29 PUNITIVE VIGILANCE

- **Complaints:** 1452 new complaints were received during 2018-19 along with an opening balance of 6 carried forward from previous year (Total number of complaints: 1458). Out of these 1458 complaints, 1407 were disposed during the year while 51 remained pending at the end of the year.
- **CVC's 1st and 2nd stage advice:** During the year, 2 CVC 1st Stage advices (major & minor penalty) were received while 6 CVC 1st Stage advices (major & minor penalty) were pending at the beginning of the year. Out of these 8 cases, 3 cases were disposed, leaving behind a pendency of 5 cases. Similarly, there were 6 CVC 2nd stage advices pending at the beginning of the year and during the year 6 CVC 2nd stage advices were received. Out of these 12 cases, 10 cases were disposed while 2 cases remained pending at the end of year.
- **Disciplinary proceedings initiated:** 4 new Disciplinary proceedings were initiated during the year. All of these were major penalty proceedings.
- **Disciplinary proceedings finalized:** 30 Disciplinary proceedings were finalized during the year. Out of these, 29 were major penalty proceedings and 1 was minor penalty proceeding.
- **Prosecution Sanctions accorded:** 5 cases of Prosecution sanction were accorded during the year.

7.30 SURVEILLANCE & DETECTION

- **Coordination meetings with CBI/ACB:** Coordination meetings were held with CBI/ACB and Agreed List was prepared and the ODI list was updated.

7.31 VIGILANCE AWARENESS WEEK-2018 was observed from 29.10.2018 to 03.11.2018 in all the EPFO Offices on the theme "Eradicate Corruption – Build a New India."

The following activities were undertaken during the week:

- About 31637 citizens took integrity e-pledge during the VAW activities and events organized by the EPFO across the country.
- As a part of the outreach program, different activities were conducted in various Schools and Colleges across the country, competitions such as Essay writing, Elocution, Slogan writing, Debate, Poster making, Panel discussion etc. were organized in about 146 schools and 54 colleges in 119 cities. 19984 students participated in these activities.
- Banners/Posters reflecting the theme of Vigilance Awareness Week – "Eradicate Corruption – Build a New India" were displayed during the week in all administrative office of EPFO and at prominent public places like Petrol Pumps, Railway Stations, Banks, Airports etc. Handouts/Pamphlets were also distributed manually while the message of "Eradicate corruption" was spread through mail to all establishments/members of the EPFO.
- To spread awareness in rural areas, 1478 'Awareness Gram Sabhas' were organized by offices of EPFO.
- Various activities/competitions such as Essay writing, Elocution, Slogan writing, Debate, Poster making, Panel discussion etc. focusing upon the theme of VAW-2018, i.e. "Eradicate Corruption – Build a New India", were organized in all EPFO Offices in which around 1564 EPFO employees participated.

INDUSTRIAL RELATIONS (IR):

7.32 Industrial Relations (IR) encompass the relationship between management and employees of an organisation and the process of resolving any industrial dispute between them. In the context of EPFO, it relates to the interaction between policy making at Head Office level and associations formed by Officers and staff. Good industrial relations are essential for a motivated and productive work force.

7.33 In order to provide state-of-the-art services to its subscribers, as well as to provide a conducive workplace for its employees, EPFO strives to have harmonious relations with the representatives of employees. For a congenial environment and boosting the performance of employees, channels of communications are always kept open for assimilating the views of Associations/Federations/Unions of Officers/Staff in policy making as well as implementation.

7.34 During 2018-19, a number of meetings were conducted with the officers as well as staff representatives under the chairmanship of CPFC to discuss the issues related to employees of EPFO. Necessary directions were issued to the concerned Divisions of Head Office on the decisions taken in these meetings with the Associations /Federations / Unions. Regular follow up on actionable points was also taken from the concerned Divisions and Sections.

Thus, in pursuit of balancing organisational goals as well as progressive personnel management, IR has been amongst the top priorities of HR Division throughout the year.

IMPLEMENTATION OF E-OFFICE

7.35 EPFO is committed towards the goal of becoming a “paper-free” organisation. In pursuit of the aforementioned goal, e-office on NIC platform was introduced at the Head office level and is gradually being implemented in Zones too. It is a Mission Mode Project (MMP) under the National e-Governance Programme of the Government. The product is developed by National Informatics Centre (NIC) and aims at more efficient, effective and transparent inter-government and intra-government transactions and processes.

7.36 Accordingly, all users at Head Office right up to dealing hand level have been trained and can access e-office (e-file) over the internet. Hands on training to all the Divisions at Head Office was arranged by HRM. This was followed by regular doubt clearing sessions as well as on-call queries resolution. As a result of the efforts made, thousands of files and receipts have been created thereby reducing the usage of paper, introducing seamless transfer of files and dak, easy and efficient processing of files/documents and better utilization of manpower resources. Not only has it reduced wastage of time & paper, but it has also enhanced transparency and increased accountability. Being a tested NIC platform, it ensures data security and data integrity while simultaneously promoting innovation by releasing staff energy and time from unproductive procedures.

PHYSICAL FACILITIES DIVISION

7.37 The Physical Facilities Division fulfils the estate related requirements of Head Office, field offices and staff quarters of EPFO. Physical Facilities Division is headed by ACC(HQ)/Chief Engineer who is the technical advisor to CPFC in all construction/ maintenance/ hiring / purchasing of land, works for office building and staff quarters of EPFO. The sanctioned and in-position strength of Physical Facilities Division for EPFO offices including Head Office is as under:

Cadre	Sanctioned Strength	In position
Chief Engineer	01	Nil
Executive Engineer(Civil)	01	Nil
Executive Engineer(Electrical)	01	Nil
Assistant Executive Engineer(Civil)	18	01(Deputation)
Assistant Executive Engineer(Electrical)	03	Nil
Junior Engineer(Civil)	44	14 (Regular) 1(Deputation)
Junior Engineer(Electrical)	02	01

7.38 During the year, ACC(HQ)/Chief Engineer was assisted by ACC, RPFC-I level Officers and three Junior Engineers in Physical Facilities Division at Head Office.

7.39 As on 31.03.2019, the status of EPFO buildings and rented buildings is as under:

Type of Offices	Total offices	Own Buildings	Offices in Rented Premises	Land purchased /available	Land Purchase Under Process	Building under Construction
Zonal offices	21	18	3	NIL	Nil	Nil

Regional offices	135	89	46	2	Nil	7
District offices	117	Nil	117	Nil	Nil	Nil
PDNASS/ZTI	6	5	1	Nil	Nil	Nil

7.40 Every year the ambit of EPFO is spreading and the number of establishments and subscribers are increasing at a very rapid pace. EPFO is upgrading its existing offices as well as constructing new building for its offices. While evaluating and procuring construction related proposals, PFD ensures physical facilities for easy and effective functioning of these offices, provides easy accessibility to stake holders and congenial working atmosphere for the officers and staff as incorporated in the designs, plans and estimates. Special care is taken in ensuring ease of access to old age and differently abled persons and subscribers in EPFO office locations in own existing buildings, newly constructed buildings as well as in rented buildings.

7.41 Construction related proposals and proposals for rent/ lease agreements generally require the approval of the Executive Committee under the extant delegation of financial powers.

7.42 During the year 2018-2019, the Sub-Committee on Building and Construction met on 15-05-2018 and Executive Committee, CBT also met on 24.05.2018. The Executive Committee approved the proposal for construction of office building for Regional Office, Gwalior, renewal of lease deed in respect of Regional Office, Bharuch and hiring of office premises for Zonal Office, Telangana, Hyderabad. Apart from this, the Executive Committee also approved the proposal for providing fixtures & furniture, interiors, E&M Services and horticulture works by CPWD for ready built office and residential space at Kidwai Nagar (East), New Delhi.

7.43 During the year, Regional Offices, Rajahmundry, Raichur, Jamshedpur and Jalandhar were shifted and started functioning from own buildings. The Chairman, CBT also laid the foundation stone for construction of Office building of Regional Office, Gwalior. The Chairman, CBT also inaugurated the new office building of Regional Office, Bareilly.

OTHER INITIATIVES

7.44 Roof Top Solar Power Initiative: To promote rooftop / ground mounted Solar Photo Voltaic (PV) Panels by Departments / Ministries of Govt. of India and to meet 100 Giga Watt (GW) target by 2022, an office memorandum dated 29th Sept. 2015 was issued by the Ministry of Labour and Employment, Govt. of India. As per guidelines of the Ministry of New and Renewable Energy, Govt. of India and direction of Ministry of Labour and Employment, the road map for installing Solar PV Panels in offices of EPFO under the Renewable Energy Service Company (RESCO) Model through Rajasthan Electronics & Instruments Ltd (REIL) was given thrust by EPFO. The Executive Committee in its 87th meeting held on 13.12.2016 approved the decision for installation of Rooftop Solar Photovoltaic Panels at Offices of EPFO having own building through Rajasthan Electronics & Instruments Ltd (REIL). The benefits of the project include getting clean and environment friendly energy and power savings at National level. After initial assessment, REIL selected developers for 41 sites of EPFO in the month of October, 2018.

7.45 LED lighting Initiative: Another landmark initiative undertaken by EPFO is installation of LED lights in all offices of EPFO in accordance with Govt. of India guidelines vide O.M. No. 25(24)/ E. Coord/ 2017 dated 04.08.2017. In this regard, all new projects are being executed with LED lights. This initiative will result in substantive savings for the organisation.

7.46 PROCUREMENT AND DISPOSAL UNIT

Procurement and Disposal Unit (PDU) is a newly created Unit/ Section vide Office Order dated 20.12.2018 and is mandated with framing of policy and guidelines in the matters pertaining to procurement of goods and services and disposal of goods in EPFO. Besides, the unit is also mandated with procurement of goods and services and disposal of goods for EPFO, Head Office. At present, the unit is manned by one RPFC-I, one RPFC-II and one Section Officer.



Chapter 8

TRAINING & RESEARCH

'Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit.'

-Aristotle

8.1 BACKGROUND

In today's fast changing world, training has become extremely important for organizations in keeping pace with technological upgradation as well as in meeting rising expectations of stakeholders. At the same time, it is also very useful in maintaining its human resources at their peak performance levels. Thus, having a training policy and its well execution is vital to the success and development of any organisation. It becomes more significant in case of an organisation dealing with public service delivery like EPFO.

As per National Training Policy 2012, issued by the Govt. of India, all civil servants will be provided with training to equip them with the competencies for their current or future jobs. Such training will be imparted; (a) at the time of their entry into service and (b) at appropriate intervals in the course of their careers. Keeping in view

the objectives of National Training Policy 2012, EPFO has also taken up several steps to provide with necessary training to its officers and subordinate employees.

8.2 OBJECTIVES OF TRAINING

Training in the Employees' Provident Fund Organisation strives to achieve the following objectives: -

- Enhancing professional knowledge and skills needed for better performance.
- Bringing about right attitudinal orientation.
- Promoting better understanding of professional requirements.

8.3 FRAMEWORK FOR TRAINING

All categories of employees shall receive:

- Induction training at time of entry into service.
- In-service training at suitable intervals and
- In-service training at the time of promotion.

8.4 STRATEGY

Training for All: Training is imparted to all officials of the Organization beginning from the lowest and cutting-edge to the highest in policy making. For the purpose of appropriate training design, the organizational service is divided into the following levels:

- Group 'A' services comprising the administrative managerial level from APFC, RPFC-II, RPFC-I up to the Addl. CPFC cadre.
- Group 'B' services at supervisory level.
- Group 'C' services at operational level.

8.5 TRAINING PROGRAMMES

Keeping in view the different training needs and functional requirements, training programmes are classified in the following categories:

- Induction Training/Foundation Training Programme.
- Refresher Training Programme/In-service Skill Development Training Programme.
- Management Development Programme.
- Workshops/Seminars.
- Special training for specific category of officials.
- Outreach programmes for Employers and Members.
- Faculty Development Programme of Department of Personnel & Training (DoP&T), Govt. of India.

8.6 TRAINING STRUCTURE IN EPFO

Lifelong learning sustains individual and organisational development. Realising the vital role that training and development play in the sustenance and growth of organisations, a training centre called National Institute for Training and Research in Social Security (NITRSS) was set up in the Head Office of EPFO in October 1990.

In due course, NITRSS started functioning as an independent unit and with effect from November, 1992 it was known as National Academy for Training and Research in Social Security (NATRSS). It started functioning from its own present premises at Institutional Area, Janak Puri, New Delhi since December 1997. On 25th May, 2016, NATRSS was renamed as Pandit Deendayal Upadhyaya National Academy of Social Security (PDNASS).

The Academy and its zonal constituents have been assigned the primary task of imparting training to approximately fifteen thousand strong manpower of EPFO and conducting research in the field of social security. In its 28 years of existence, PDNASS has emerged as a premier institution involved in training and research in the social security sector. The Academy not only provides training to the officers of EPFO, it also invites participants from other social security organisations in India and abroad. A pioneer in education and training in social security, PDNASS, is the only institution of its kind in the country.

8.7 INFRASTRUCTURE AT PDNASS

Lecture Hall: It has four well-equipped lecture halls with latest training aids and equipments besides one Yoga Hall and one Auditorium having a seating capacity for 118 persons.

Library: PDNASS has a modern Library with more than 10000 books in English and Hindi besides a few books in regional languages. Apart from books on social security, the books available in the library pertain to a large range of subjects and variety such as Training & Development, Indian Polity and Economy, Law and Constitutions, Literature, Management, Public Administration, Spiritualism, Yoga, Personality Development, Travelogues etc. Besides subscribing to various labour law journals, the library also subscribes to various Indian and foreign journals.

Hostel: The Hostel block has 48 air-conditioned rooms equipped with Wi-Fi Internet facility. The Hostel also has a Gymnasium, a music room and a Computer Lab.

Sports Facilities: The Academy has also several sports facilities like Badminton, Table Tennis, Carom, Chess, Billiards, Cycling etc.

Mess: The mess, having a sitting capacity of 80, offers a balanced diet for the Officer Trainees.

8.8 TRAINING TARGET GROUP FOR PDNASS

At PDNASS, training is imparted to all Group 'A' officers of EPFO and also to the personnel from other government agencies as well as foreign countries.

8.9 ADMINISTRATIVE STRUCTURE

At present, the Academy is headed by a Director, who is of the rank of Addl. CPFC (Hqrs.). The Central Provident Fund Commissioner is the Ex-Officio Dean of the Academy. The Director, PDNASS, and subordinate officers exercise administrative and financial powers as per Schedule of Delegation of Administrative and Financial Powers, required for smooth conduct of training programmes and other activities in the Academy. The Academy's sanctioned strength in respect of officers and other staff has been revised in January, 2017 by EPFO Head Office. Details of sanctioned strength and in-position in respect of PDNASS as on 31.03.2019 are given in **Appendix 8(i)**.

8.10 HIGHLIGHTS OF TRAINING ACTIVITIES AT PDNASS:

- During the year 2018-19, the Academy organised a total of 69 training programmes on different functional as well as General Management and Soft-Skills topics attended by 1189 participants.
- Apart from above, during the year 2018-2019, the Academy also focused on organising training programmes like Ethics & Values, Work Life Balance etc. The Academy also roped in spiritual training organisations like 'Art of Living' etc. to impart life skills to the officers and other employees of EPFO.
- A special Training programme on 'Leadership and Change Management' was organised by the Academy in collaboration with IIM, Ahmedabad. Two training programmes, one basic training programme and another advanced training programme were conducted at IIM, Bengaluru on 'Finance and Investment'. Another training programme on Strategic Management for Leadership Excellence, was held at ASCI, Hyderabad
- In the international sphere, the Academy continued to make its mark by conducting an International Training Programme on 'Management of Social Security Systems' wherein senior level officers from different countries like Bhutan, Indonesia, Malaysia & Nepal, besides India, participated.

8.11 ALL INDIA PRESENCE

The National Academy has an all India presence through its following Zonal/Sub-Zonal Training Institutes.

- Dr. SP Mukherjee Institute of Social Security Administration, Zonal Training Institute (North Zone) at Faridabad (Haryana): The jurisdiction of ZTI (NZ) covers the offices of EPFO in the states of Delhi, Haryana, Himachal Pradesh, Punjab, Uttar Pradesh and Uttrakhand (for Group B and C officials).
- Zonal Training Institute (South Zone) at Chennai (Tamil Nadu): ZTI (SZ) covers the states of Andhra Pradesh, Karnataka, Kerala, Pondicherry, Tamilnadu and Telangana (for Group B and C officials).

- Zonal Training Institute (East Zone) at Kolkata (West Bengal): Covers the offices in the states of Bihar, Jharkhand, Orissa, West Bengal and Union Territory of Andaman & Nicobar Islands (for Group B and C officials), Assam & Meghalaya (for Group B officials).
- Zonal Training Institute (West Zone) at Ujjain (Madhya Pradesh): ZTI (WZ) takes care of the training needs of the offices of EPFO situated in the States of Chhattisgarh, Goa, Gujarat, Madhya Pradesh, Maharashtra and Rajasthan (for Group B and C officials).
- Sub-Zonal Training Institute at Shillong (Meghalaya): Sub-ZTI covers the offices of North-Eastern states i.e. Guwahati, Agartala, Tinsukia, Shillong (only for Group C officials).

The Academy co-ordinates with the Zonal Training Institutes for designing and implementing training courses on a uniform basis for personnel working in the supervisory and operative levels in the EPFO.

8.12 TRAINING PROGRAMMES AT ZTIS

Keeping in view the changing training requirements of the staff, Training Programmes at ZTIs are conducted in a uniform manner. These training programmes can be classified in the following categories:

- Induction courses
- Refresher courses in functional areas
- Specialized programmes
- Workshops for Employers/Employees

8.13 TARGET GROUP FOR ZTIS

The target group of ZTIs comprises of all Group B & Group C Staff.

8.14 ADMINISTRATIVE STRUCTURE AT ZTIS

Consequent upon Cadre restructuring in EPFO, now ZTIs are headed by an officer of the rank of Addl. CPFC, supported by a suitable number of RPFC-Is. Details of Sanctioned strength and in-position in respect of various ZTIs as on 31.03.2019 are given in **Appendix 8(i)**.

8.15 HIGHLIGHTS OF TRAINING ACTIVITIES AT ZTIS

During the year 2018-19, a total of 269 training programmes were organized by the ZTIs/Sub-ZTI, in which 6433 participants participated. The details of the programmes conducted by the PDNASS, ZTIs and the Sub-ZTI during 2018-19 are given at **Appendices-8(ii) & (iii)**.

8.16 PHYSICAL FACILITIES & INFRASTRUCTURE AT ZTIS

All ZTIs except Sub-ZTI Shillong are housed in own buildings and are equipped with necessary training infrastructure in terms of training halls, computer labs, conference facilities, library and hostel with dining facility.

8.17 MONITORING AND EVALUATION OF TRAINING

The Academy has put in place a regular feedback system in respect of all training programmes conducted by it to have a database for evaluation of training programmes at PDNASS. The main purpose of evaluating training is to obtain information/feedback on the impact of training programmes and to assess the relevance and significance of a particular training programme. It also provides an insight for making necessary modifications in future training programmes. It is the systematic collection and assessment of information for deciding how best to utilize available training resources in order to achieve organisational goals.

8.18 RESEARCH

The Academy conducts research on various facets of social security administration. Some of the research projects undertaken by the Academy are:

- Social Security Scheme for barbers as a part of a research project sponsored by Ministry of Labour and Employment, Govt. of India.
- Research Project on Rickshaw Pullers of Delhi.
- Social Security needs & coverability of Beedi Workers under EPF & MP Act, 1952
- Under National Research Fellowship Programme, PDNASS granted a Research Fellowship for two years for a study on "Social Security for Construction Workers in SAARC countries". The final report on the study is awaited.

Besides above, PDNASS has also compiled and issued a set of all important landmark legal cases for the officers of EPFO in *Compendium of important judgments on EPF & MP Act, 1952*. So far seven volumes have been issued by the Academy.

8.19 PROBATIONARY EXAMINATIONS

Other than training, one of the activities of the Academy is to conduct Probationary Examinations and Computer Skill Tests for Social Security Assistants (Probationers) through Zonal Training Institutes. Accordingly, the following examinations were conducted by all ZTIs under the supervision of PDNASS during the year 2018-19:

- SSA (Probationers) Examinations
- Computer Skill Tests for SSAs appointed on Compassionate grounds / for Promotion from LDC to SSAs

Details of examination conducted by the ZTIs during 2018-19 are as under:

Name of the Examination	Number of examinations conducted	No. of Candidates Appeared
SSA (Probationers) Examination	1 exam conducted in all ZTIs	77
Computer Skill Test for LDC (Promotion & Compassionate appointments)	23 tests conducted in all ZTIs	217



Chapter 9

INFORMATION TECHNOLOGY INITIATIVES

9.1 IS Division has always been central to new initiatives enabling access to various services from anywhere anytime by reducing physical forms and need of visiting offices benefitting employers and millions of PF members. In recent past, the launch of UAN and its linking with KYC enabled the extension of online services to millions by eliminating middlemen, distance, discretion, time limit and manual intervention. In a way, UAN enabled and empowered a common citizen of India by delivering due benefits to actual beneficiary in time. On this platform, various online services like Online Claim Receipt, Online Filing of Returns by exempted establishments and Auto Transfer of PF accounts were launched among others including their extension at UMANG App for making it convenient for a PF member to access online services either through their desktops or mobile phones.

9.2 In its continuous endeavour to further extend Online Services, IS Division in the financial year 2018-19 has undertaken several new initiatives such as:-

- **Claim Receipt Entry at District Offices:**

To integrate 117 District Offices spread across country digitally, a facility of Claim Receipt Entry was provided. This facility has helped PF members residing in remote areas to cut down upon long distance travels and time for claim submission. This has also helped in checking the progress online.

- **Online filing of International Workers Return:**

For the convenience of employers who are mandated to file monthly International Workers Return, a facility was provided to file it online through their log in on Unified Portal-employer.

- **Auto approval of Digital Life Certificates:**

Jeevan Pramaan, a Government of India initiative to capture life certificates of pensioners digitally was introduced in EPFO for pensioners of Employee's Pension Scheme, 1995. This application captured digital life certificates, but there was a lag in their approval causing delay in disbursement of pension to a large number of pensioners. To overcome the delay, a facility was provided for auto approval of digital life certificates.

- **Delinking of wrong Aadhar in PPO:**

The seeding of Aadhar against a PPO enabled a pensioner of Employee's Pension Scheme, 1995 to file his/her life certificate digitally through Jeevan Pramaan. In some cases, pensioners being illiterate and old aged, provided wrong Aadhar which caused stoppage of their pension and rejection of their life certificate. A facility was provided to field offices for identifying and rectifying such cases and to seed them with correct Aadhar.

- **Auto processing of Back Period accounts:**

Though reconciliation of annual accounts was being done centrally for the last four years, accounts in respect of establishments which remitted dues belatedly were processed manually causing long delays and a large number of grievances. This problem was addressed by processing such cases centrally on a Central Processing Engine (CPE) on daily basis which cut down the time gap substantially.

- **Document upload facility for correction in DOB:**

Earlier a facility was provided on Unified Portal-Member for modifying incorrect basic details like name and date of birth. But, the change in date of birth over one year required submission of supporting documents which were being sent by PF Members in physical form to concerned field office. A facility was introduced on Unified Portal-Member for uploading of scanned supporting documents for any correction in date of birth.

9.3 Various initiatives have already been launched for the convenience of PF members and employers and various new services/ initiatives are under consideration for further reducing the need of physical interaction between EPFO and its stakeholders.



Chapter 10 AUDIT

STATUTORY AUDIT AND INTERNAL AUDIT

10.1 As per the provisions of Para 56 of the EPF Scheme 1952, Para 30 of the EPS 1995 and para 20 of the EDLI Scheme 1976, the accounts of the fund (including the administration accounts and expenses incurred in operating the schemes) are audited in accordance with the instructions issued by the Central Government in consultation with the Comptroller and Auditor General of India.

10.2 AUDIT DIVISION AT HEAD OFFICE:

The Audit Wing functions under the control of Additional Central Provident Fund Commissioner (HQ) (Audit) from October 2018 (Prior to that FA & CAO was in charge) who is

assisted by an Additional Central Provident Fund Commissioner (Audit), R.P.F.C-I, Deputy Director, RPFC-II and other officers. The status of manpower of audit wing is as follows:

Sl. No.	Name of Post	Sanctioned	In-Position	Vacancy
1	Addl. Central PF Commissioner	01	01	00
2	Regional PF Commissioner-I	03	01	02
3	Regional PF Commissioner-II	03	02*	01
4	Section Officer	06	02#	04
5	Assistant	12	00	12
6	PS	04	00	04
7	PA	01	02	(+01)
8	Steno	01	00	01
9	MTS	06	00	06
10	Total	37	08	29
* One DD (Audit) posted # One Assistant Accounts Officer posted				

10.3 STRUCTURE OF AUDIT IN THE FIELD

In addition to an audit set up at the Head Office, there were 15 sanctioned Internal Audit Parties (IAP) at the field level. The sanctioned strength in each party was one Deputy Director, one to two Assistant Directors, two to four Assistant Audit Officers and two to four Auditors.

The sanctioned posts and the in-position of officers of IAP is given as below.

		Sanctioned	In position	Vacancy
1	Deputy Director	15	8	7
2	Assistant Director	31	15	16
3	Assistant Account Officer	38	12	26
4	Auditor	62	18	44
	Total	146	53	93

During the year 2018-19, out of the sanctioned 15 Internal Audit Parties, only 12 IAPs were functional as shown below:

Sl. No	Base of the Sanctioned IAP	Status
1	Chandigarh	Functional
2	Kanpur	Functional
3	Hyderabad	Functional
4	Bangalore	Functional
5	Chennai	Functional
6	Thiruvananthapuram	Functional
7	Jalpaiguri	Functional
8	Kolkata	Functional
9	Ahmedabad	Functional
10	Indore	Functional
11	Mumbai	Functional
12	Ranchi	Functional
13	Goa	Non-Functional
14	Delhi	Non-Functional
15	Jaipur	Non-Functional

10.4 INTERNAL AUDIT:

During the year 2018-19 (for the transactional year of 2017-18) the following Core Areas were focused upon:

Sl. No.	Core Areas for Internal Audit
1	100% verification of multiple payments in single bank account from 2004 onwards.
2	100% verification of record relating to PPO wise pension reconciliation from 2004 onwards with cross verification with bank credit statement.
3	100% verification of procedures/documents used to correct negative balances/residual balances including Appendix-E entries for last five years.
4	100% Checking of all the Pension cases where the date of birth of the members has been preponed for more than 2 years.
5	100% Checking of compliance in respect of previous years IAP and C&AG Paras.
6	100% checking of amounts credited in Dummy Account.
7	Collection of interest on belated credit from SBI and payment of commission/service charges to the bank.
8	Cancellation of time barred and stale cheques.
9	100% verification in respect of transfer out cases involving an amount of Rs. 1,00,000/- and above.
10	Reconciliation of Cash Book (Bank) of all accounts.
11	Status of levy & collection of damages.
12	Status of HR issues.

10.5 The Audit Wing at Head Office monitored the internal audit of Regional Offices, PDNASS, Zonal Training Institutes, Sub Zonal Training Institute and Head Office. The Audit Wing played a vital role in ensuring the implementation of rules and regulations.

10.6 During the year, the number of internal audits conducted was as below.

No. of Internal Audit Parties	No. of offices due for audit during 2018-2019 (Accounting year 2017-2018).	No. of offices audited during the year 2018-19.
12 (Functional)	130	130

10.7 The total number of paras raised was 3330 and some of the paras were related to the following heads:

Para Head	No. of paras	Amount (in Crore)
Multiple Payment into single bank account	150	167.77
Negative Balance	67	241.64
Suspected fraudulent payment	1	0.01
Over Payment	15	0.04
TOTAL	233	409.47

10.8 In order to streamline the process of Internal Audit para scrutiny and to take appropriate action there upon, a Committee system was set up with the approval of Finance Investment & Audit Committee.

The Committee System envisaged the setting up of a hierarchy of three committees. Committee 'A', Committee 'B' and Committee 'C'. Composition of the same is as under:-

Committee "A"	CPFC, Chairperson	The audit paras which were likely to have a major impact on the vital systems of the organisation, have huge financial implications and were all pervasive in nature would be dropped by Committee 'A'.
	FA & CAO, Member	
	ACC (Hqr) Member	

Committee "B"	FA & CAO, Chairperson	The audit paras which impacted systems that were critical and require urgent attention, were to be examined and dropped by the Committee 'B'.
	ACC (Compliance), Member	
	ACC (CSD), Member	

Committee "C"	RPFC-I (F & A), Chairperson,	The Committee 'C' was to examine all the routine paras which were recommended by the Audit wing.
	RPFC-I, (HRM), Member	
	RPFC-II, (ASD-I), Member	

10.9 The position of the number of internal audit paras added and dropped during the year is given as below.

Sl. No.	Zone wise details	Paras as on 01/04/2018	Para added during the year	Total Paras	Total Para Dropped	Remaining Paras as on 31.03.2019
1	Andhra (Vijaywada)	425	92	517	0	517
2	Telangana (Hyderabad)	544	117	661	2	659
3	Bengaluru	669	216	885	7	878
4	Karnataka (Other than Bengaluru) & Goa (Hubli)	941	217	1158	14	1144
5	Bihar & Jharkhand (Patna)	606	89	695	3	692
6	Chennai & Puducherry (Chennai)	683	132	815	22	793
7	Tamil Nadu (Coimbatore)	584	163	747	15	732

8	Delhi and Uttrakhand (Delhi)	500	115	615	11	604
9	Gujarat (Ahmedabad)	853	155	1008	16	992
10	Haryana (Faridabad)	472	161	633	0	633
11	Kerala & Lakshdeep (Thiruvananthapuram)	621	122	743	9	734
12	Madhya Pradesh & Chattisgarh (Bhopal)	631	240	871	3	868
13	Mumbai –I (Bandra)	210	59	269	0	269
14	Mumbai-II (Thane)	512	105	617	11	606
15	Maharashtra (Pune)	844	333	1177	22	1155
16	North-East Region (Guwahati)	552	129	681	38	643
17	Orissa (Bhubaneswar)	384	46	430	9	421
18	Punjab and HP (Chandigarh)	460	112	572	10	562
19	Rajasthan (Jaipur)	407	140	547	9	538
20	Uttar Pradesh (Kanpur)	634	192	826	3	823
21	WB and Sikkim (Kolkata)	1083	315	1398	21	1377
22	PDNASS/HO/EPFAT (HO)	349	80	429	4	425
	Grand Total	12964	3330	16294	229	16065

10.10 During the year Special Audits were conducted in the following Regional Offices on multiple payments in single bank account.

Sl. No.	Regional Office	Amount (In Crore)
1	Ranchi	1.14
2	Karnal	5.74
3	Patna	0.52
4	Gurgaon	18.85
5	Trichy	4.56
6	Salem	6.34
	Total	37.15

Based on the special audit reports the following suggestions were made for improvements-

- Form 9 should be updated immediately based on Form 5 report submitted by the employers with their digital signature.
- No reverse engineering of Form 9 should be made from the claim form. In case any information is missing in the Form 9, the same should be referred to the employer and the member separately for furnishing the said information. In case of mismatch of information,

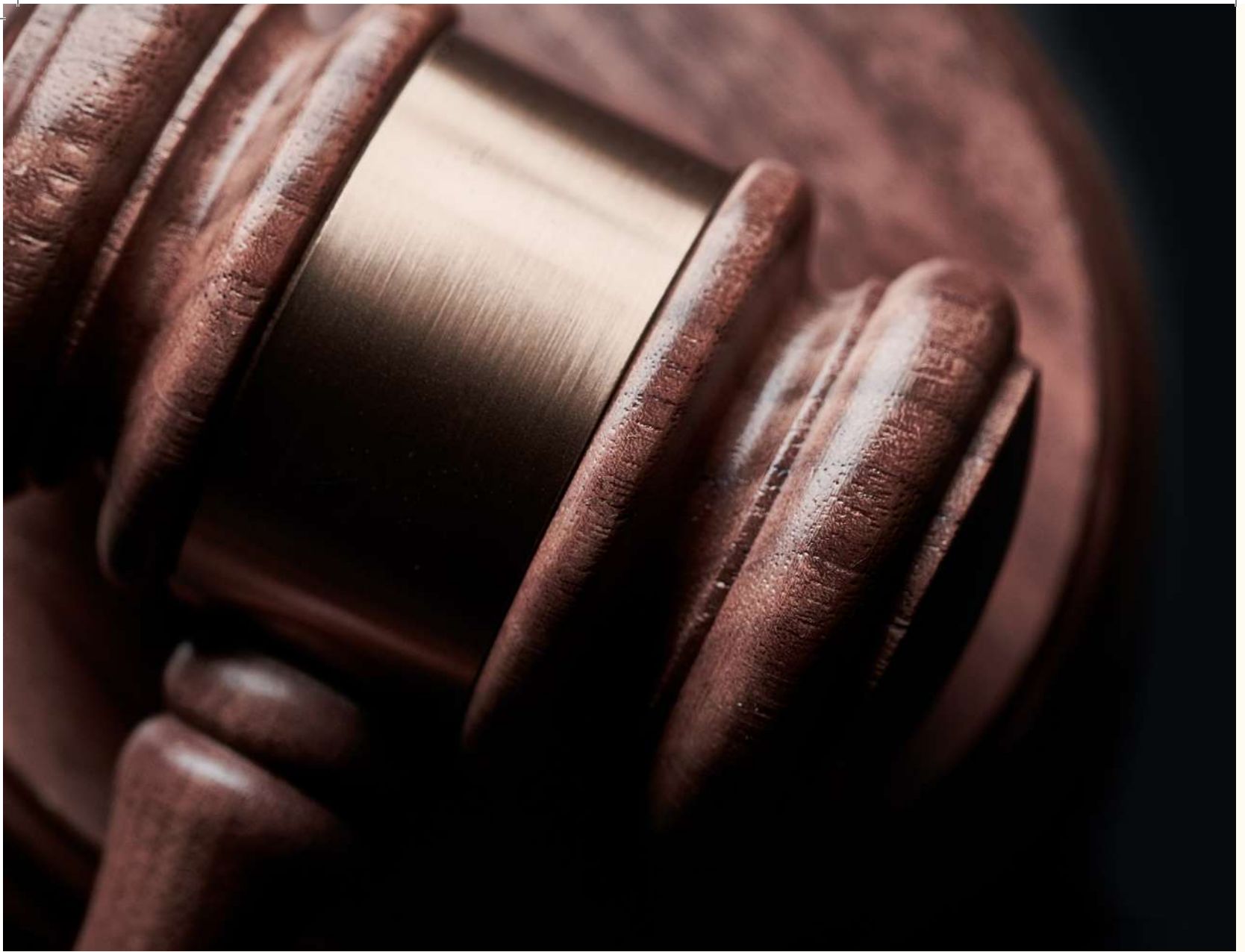
the claim should be withheld and matter should be referred to OIC/RPFC before processing the claim.

- Time to time renewal/updation of signatures of authorized signatories should be put in place to ensure the continuity of authorized person. Signatures of the authorized signatories should be available on the system and employer verification of the same periodically should be made mandatory.
- Alteration/modification in Form 5/Form 10 should be made only with proper authorization by the employer affixing digital signatures.
- At the time of processing the claims, the system should invariably check if (i) any settlements have been made to the said bank account earlier; (ii) if so, the name in the present claim matches with the account already settled; (iii) if the name of the member is different, then the system should block the claim.
- Further, after scrutiny of the reports, a copy of the report should be provided to Finance, Pension, Compliance and IS for further necessary action.

STATUTORY AUDIT

10.11 The Accounts and transactions of the Head Office of the Organisation are regularly audited by the Director General of Audit, under guidance of CAG of India. Further, the Audit Wing in the Head Office monitors/co-ordinates the audit of each of the Regional Offices and other offices by the respective Accountant General of the State. The Internal Audit Parties monitor closely the outstanding audit paras raised by the State AG in respect of different Regional offices.

10.12 The Audit Division co-ordinates with the field offices to monitor the replies sent by them to the AG offices on the paras raised. As on 31.03.2019, the number of CAG paras pending was 1432.



Chapter 11

LEGAL MATTERS

OVERVIEW OF LEGAL CASES

11.1 The Employees' Provident Fund Organisation is entrusted with the responsibility of implementation and regulation of Employees' Provident Funds & Miscellaneous Provisions Act, 1952 and schemes framed there under. Court Cases are generated in course of discharge of statutory duties by the organisation. Broadly, Legal Cases can be classified into following categories:-

Compliance Actions:- Court cases in this area originate due to action taken by the authorized officers under various provisions of the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 such as Section 7A, 7B, 7Q, 14B etc.

Service to Subscribers area:- Hon'ble Supreme Court vide order dated 14.12.1999 in the matter of RPFC Vs Shiv Kumar Joshi held that EPFO comes under the purview of the Consumer Protection Act, 1986. Accordingly, cases are filed under the Consumer Protection Act, 1986 against EPFO for any deficiency in services provided to the subscribers under the three schemes namely Employees' Provident Funds Scheme, 1952, Employees' Deposit-Linked Insurance Scheme, 1976 & Employees' Pension Scheme, 1995.

Cases of administrative nature: - Cases under this category are mostly related to the service matters of the employees and officers of the Employees' Provident Fund Organisation and are initiated at Central Administrative Tribunals.

Guidelines for Handling Legal Cases/ Important Circulars

11.2 During the Financial Year 2018-19, guidelines and instructions were issued to the field offices for:-

- Action in cases where Union of India is a party:- Instructions of Ministry of Labour were circulated to field offices to deal with cases where UOI is party.
- Timeline for filing SLP/ Appeals:- Field offices were directed to strictly adhere to the limitation period prescribed in Supreme Court rules and a timeline for filing SLPs was issued in this regard.

IMPORTANT JUDGEMENTS

11.3 Supreme Court

Civil Appeal No. 6221 of 2011-The Regional Provident Fund Commissioner (II) West Bengal Vs Vivekananda Vidya Mandir and Ors , wherein Hon'ble Supreme Court held that-

"In order that the amount goes beyond the basic wage, it has to be shown that the workman concerned had become eligible to get this extra amount beyond the normal work which he was otherwise required to put in. There is no data available on record to show what were the norms of work prescribed for those workmen during the relevant period. It is therefore not possible to ascertain whether extra amounts paid to the workmen were in fact paid for the extra work which had exceeded the normal output prescribed for the workmen.

The wage structure and the components of salary have been examined on facts, both by the authority and the appellate authority under the Act, who have arrived at a factual conclusion that the allowances in question were essentially a part of the basic wage camouflaged as part of an allowance so as to avoid deduction and contribution accordingly to the provident fund account of the employees".

CENTRAL GOVERNMENT INDUSTRIAL TRIBUNAL-CUM-LABOUR COURTS

11.4 Central Government Industrial Tribunal-cum-Labour Courts (CGIT-cum-LCs) are set up under the provisions of Industrial Disputes Act, 1947 for adjudication of industrial disputes arising in Central Sphere. There are 22 CGIT-cum-LCs set up in various States. The CGIT-cum-LC No. I, Mumbai and CGIT-cum-LC, Kolkata also function as National Tribunals.

EPFAT was merged with CGIT by the Finance Act, 2017. Vide Section 156 of Part XIV of Chapter VI of Finance Act, 2017, sub section (1A) was inserted in section 7A of Industrial Disputes Act, 1947 which reads as, "(1A) The Industrial Tribunal constituted by the Central Government under Sub Section (I) shall also exercise, on and from commencement of Part XIV of Chapter VI of Finance Act, 2017, the jurisdiction, powers and authority conferred on Tribunal referred to in section 7D of Employees Provident Fund and Miscellaneous Provisions Act, 1952." 26th May, 2017 was decided as the date on which the provisions of the Part XIV of Chapter VI of Finance Act, 2017 come into force.

LEGAL INFORMATION MANAGEMENT AND BRIEFING SYSTEM (LIMBS)

11.5 Legal Information Management and Briefing System (LIMBS) has been launched by Department of Legal Affairs, Ministry of Law & Justice to monitor conduct of cases on behalf of Union of India and organizations under the administrative control of Central Government through web-based applications. EPFO implemented LIMBS in June, 2017 and all cases of the organization can now be tracked online via this software.

11.6 Details of Cases before various Judicial Forums during the year are given below:

Category	Total workload (As on 01.04.2018)	Total cases added during the year	Total cases decided during the year	C.B as on 31.03.2019
Status of Supreme Court Cases	126	44	41	129
Status of High Court Cases	9991	2147	2172	9966
Status of District Court Cases	6061	1083	1667	5477
Status of National Commission Cases	80	23	36	67
Status of State Commission Cases	1628	278	511	1395
Status of District Consumer Forum Cases	2956	1246	725	3477
Status of CAT Cases	263	116	105	274
Status of EPFO CGIT Cases	5614	1147	248	6513
Grand Total	26719	6084	5505	27298



Chapter 12

SOCIAL SECURITY FOR INTERNATIONAL WORKERS

BACKGROUND

12.1 Advent of Globalisation and Economic liberalization, coupled with changing demographic profile of the world has made International migration of labour inevitable. India, with a large pool of young and technically qualified manpower in sectors like IT, health and management etc has emerged as a global reservoir of human capital. This has encouraged mobility of skilled workforce from India to other countries.

Moreover with advent of technology and efforts made by the Government of India to bring in more and more FDI in multifarious activities cutting across manufacturing, agro based industries and booming service sector industries in India, there has been increase in mobility of specialized workforce from other countries to India for employment in various sectors.

12.2 Indian professionals working in various countries were required to make the mandatory social security contributions in the countries of their posting. However despite making monetary

contributions, such migrant Indian expatriates were deprived of social security benefits in the host country.

The contributions made by such migrant professionals during their stay in the host country were lost as the benefits are not payable before expiry of a minimum qualifying period and return of contribution paid in that country is not available in case of return to the home country. There was also no provision for counting of service for short span of contributory period in host country for availing social security benefits in country of origin.

12.3 With a view to protect the rights of migrant workers, Government of India decided to go for bilateral Social Security Agreements (SSAs). A Social Security Agreement (SSA) coordinates the social security schemes of two contracting states in order to overcome barriers and facilitate extension of benefits to beneficiaries.

It exempts Indian International Workers from mandatory social security contribution in the country of their posting. Further, the benefits of service rendered abroad are received by way of 'totalisation' and the payment is received in India.

12.4 In the context of above and in order to implement the provisions of bilateral SSAs, enabling provisions for International Workers (IW) were introduced in the EPF Scheme and Employees Pension Scheme by inserting Para 83 in EPF Scheme and Para 43-A in Pension Scheme and given effect from 1st October, 2008.

The special provisions have been amended subsequently keeping in view the requirements arising over a period of time.

12.5 The Ministry of External Affairs (MEA), Govt. of India, is the nodal ministry for initiating negotiations for SSA on bilateral basis. Besides the MEA, the Ministry of Labour & Employment, and EPFO are also involved in the process of negotiations.

EPFO has been designated as the Competent Institution/Liaison Agency to operate the provisions of the SSAs and for issuing Certificates of Coverage (COC) to the employees of establishments covered under the Act as well as the employees of other social security providers like the Seamen's Provident Fund, Banks etc., when they are posted abroad in a country having SSA with India.

SPECIAL PROVISIONS IN RESPECT OF INTERNATIONAL WORKER

12.6 The special provisions enshrined in Para 83 of EPF Scheme and Para 43-A of Pension Scheme, provide for identification, exclusion, membership and benefits in respect of an International Worker.

12.7 An International Worker (IW) may be an Indian worker or a foreign national as defined under paragraph 2(ja) of the EPF Scheme, 1952

12.8 DEFINITION OF INTERNATIONAL WORKER (IW):

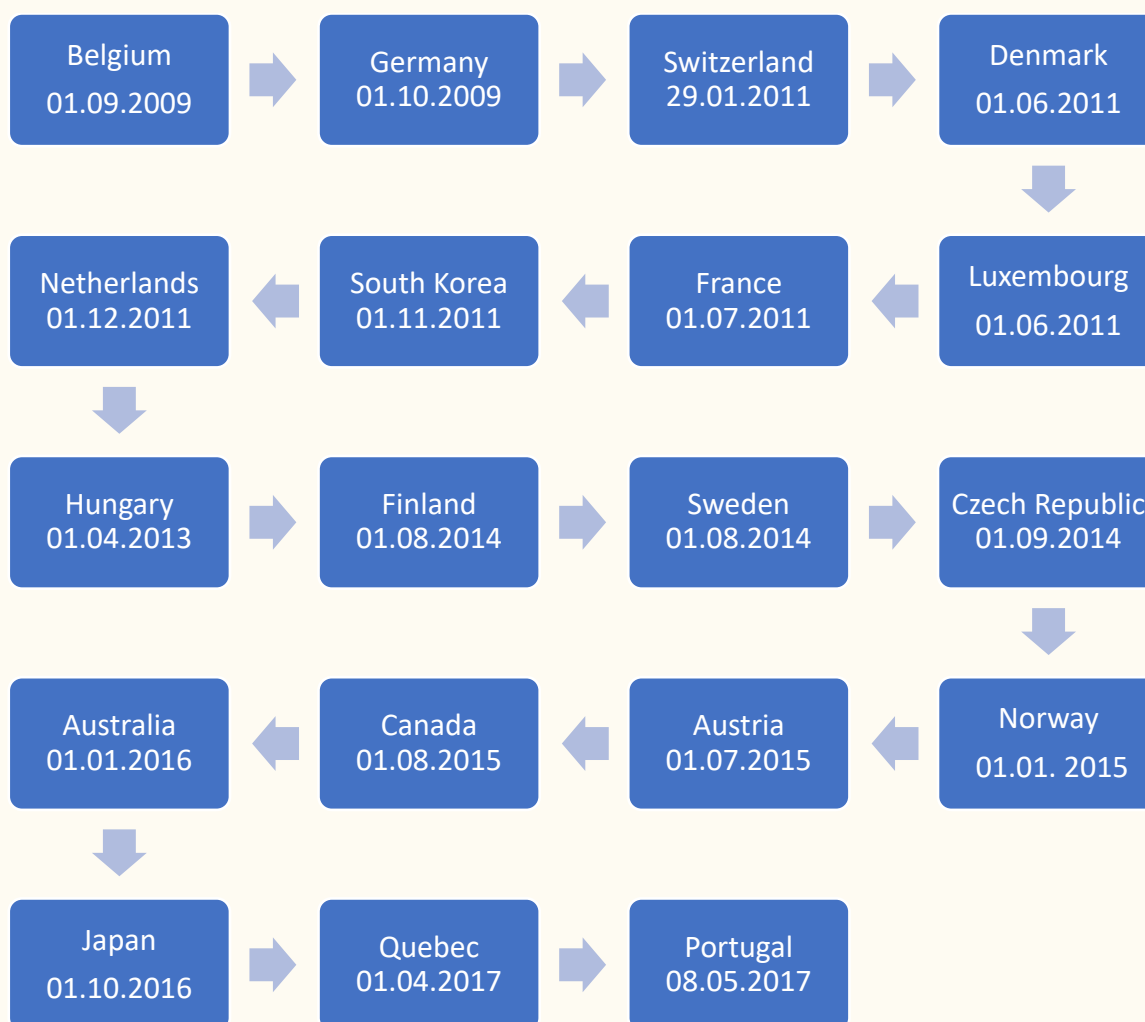
- i) An Indian employee having worked or going to work in a foreign country with which India has entered into a social security agreement and being eligible to avail the benefits under social security programme of that country, by virtue of the eligibility gained or going to gain, under the said agreement;
- ii) An employee other than an Indian employee, holding other than an Indian Passport, working for an establishment in India to which the EPF & MP Act, 1952 applies;

12.9 SOCIAL SECURITY AGREEMENT (SSA)

A Social Security Agreement is a bilateral instrument to protect the interests of workers. SSAs generally cover three important provisions namely, 'detachment', 'totalisation' and 'portability'. However, SSAs with some countries do not provide for 'totalisation':

- (i) **Detachment** – Indian employees working in countries with which India has Social Security Agreements are exempted from contributing to their Social Security System, provided they are complying with the Indian Social Security System. This exemption is available for a specified period stipulated in the agreement.
- (ii) **Totalisation of benefits** – The period of service rendered in another country is counted for determining eligibility for pension. The actual pensionary benefits, however, are payable only for the period of contributory service on pro-rata basis.
- (iii) **Portability of Pension** – Pension benefits are payable without reduction, direct to the beneficiaries choosing to reside in the home country or in any other country.

12.10 The following nineteen (19) Social Security Agreements have been made effective till the end of March, 2019:-



12.11 Under the different SSA's signed between India and other countries, different types of benefits are made available to the International Workers. The details of benefits available under them are mentioned in the table below:

S.No.	Country	Date of Effect	Detachment	Totalisation	Portability
1	Belgium	01-09-2009	5 years	✓	✓
2	Germany	01-10-2009	4 years	✓	✓
3	Switzerland	29-01-2011	6 years	×	✓
4	Denmark	01-05-2011	5 years (for Indians) 3 years (for Danish)	✓	✓
5	Luxembourg	01-06-2011	5 years	✓	✓
6	France	01-07-2011	5 years	✓	✓
7	South Korea	01-11-2011	5 years	✓	✓
8	Netherlands	01-12-2011	5 years	×	✓
9	Hungary	01-04-2013	5 years	✓	✓
10	Finland	01-08-2014	5 Years	✓	✓
11	Sweden	01-08-2014	2 Years	✓	✓
12	Czech Republic	01-09-2014	5 Years	✓	✓
13	Norway	01-01-2015	5 Years	✓	✓
14	Austria	01-07-2015	5 Years	✓	✓
15	Canada	01-08-2015	5 Years	✓	✓
16	Australia	01-01-2016	5 Years	✓	✓
17	Japan	01-10-2016	5 Years	✓	✓
18	Quebec	01-04-2017	5 Years	✓	✓
19	Portugal	08-05-2017	5 Years	✓	✓

12.12 CERTIFICATE OF COVERAGE (COC)

Certificate of Coverage (COC): Also called as the detachment certificate, COC is issued to the Indian employees posted to a country having SSA with India. Indian nationals who are issued Certificate of Coverage issued by EPFO are exempted from making Social Security contribution in the country of their posting in terms of detachment provisions of the Social Security Agreement.

The facility to apply for COC has been made available online. The employee or the employer can apply for COC on the International Workers Portal, whose link is available on the EPFO website. The application is then directed electronically to the concerned Regional Office of EPFO where the applications are processed. COCs have been issued to the Indian employees posted in the countries covered under SSAs, i.e. Belgium, Germany, Switzerland, Denmark, Luxembourg, France, South Korea, Netherlands, Hungary, Finland, Czech Republic, Sweden, Norway, Austria, Canada, Australia and Japan.

12.13 NUMBER OF INTERNATIONAL WORKERS.

During the year 2018–19, the number of Outgoing International Workers increased from 16919 to 23473, whereas the number of incoming International Workers increased from 10954 to 11846.



APPENDICES

Appendix-1(i)

MEMBERS OF CENTRAL BOARD OF TRUSTEES, EPF AS ON 31.03.2019	
Chairman	
1.	Minister of State (Independent Charge) for Labour & Employment, Government of India, New Delhi.
Vice Chairperson	
2.	Secretary, Ministry of Labour & Employment, Government of India, New Delhi.
Central Government Representatives - 5	
3.	Additional Secretary, Ministry of Labour & Employment, Government of India, New Delhi
4.	Additional Secretary & Financial Advisor or Joint Secretary & Financial Advisor, Ministry of Labour & Employment, Government of India, New Delhi.
5.	Joint Secretary (In-charge of Employees' Provident Fund Organisation), Ministry of Labour & Employment, Government of India, New Delhi.
6.	Joint Secretary and Director General Labour Welfare, Ministry of Labour & Employment, Government of India, New Delhi
7.	Joint Secretary (Pension Reforms), Department of Financial Services, Ministry of Finance, Government of India, New Delhi.
State Government Representatives - 15	
8.	Secretary to the Government of Andhra Pradesh, Labour Department, Hyderabad.
9.	Secretary to the Government of Chandigarh Administration, Labour Department, Chandigarh.
10.	Secretary to the Government of National Capital Territory of Delhi, Labour Department, Delhi.
11.	Secretary to the Government of Gujarat, Labour & Employment Department, Gandhinagar.
12.	Secretary to the Government of Haryana, Labour Department, Chandigarh.
13.	Secretary to the Government of Karnataka, Department of Labour, Bangalore.
14.	Secretary to the Government of Kerala, Labour Department, Thiruvananthapuram.
15.	Secretary to the Government of Madhya Pradesh, Department of Labour, Bhopal.
16.	Secretary to the Government of Maharashtra, Department of Labour, Mumbai.
17.	Secretary to the Government of Punjab, Department of Labour, Chandigarh.
18.	Secretary to the Government of Rajasthan, Department of Labour, Jaipur.
19.	Secretary to the Government of Tamil Nadu, Labour Department, Chennai.
20.	Secretary to the Government of Telangana, Department of Labour, Hyderabad.
21.	Secretary to the Government of Uttar Pradesh, Labour Department, Lucknow.
22.	Secretary to the Government of West Bengal, Department of Labour, Kolkata.
Employers' Representatives - 10	
23.	Shri Arun Chawla, All India Organisation of Employers (Council of Indian Employers).

24.	Shri Michael Dias, Employers' Federation of India (Council of Indian Employers).
25.	Shri M.L. Maurya, Standing Conference of Public Enterprises (Council of Indian Employers).
26.	Shri Sougata Roy Choudhury, Confederation of Indian Industry.
27.	Shri Ashish Wig, PHD Chamber of Commerce and Industry.
28.	Shri K.E. Raghunathan, All India Manufacturers' Organisation.
29.	Vacant, Federation of Associations of Small Industries of India.
30.	Shri Govind Lele, Laghu Udyog Bharati.
31.	Shri Anupam Mailk, Associated Chambers of Commerce and Industry of India.
32.	Shri Sanjay Bhatia, Federation of India Chambers of Commerce and Industry.
Employees' Representatives - 10	
33.	Shri Virjesh Upadhyay, Bharatiya Mazdoor Sangh.
34.	Shri Prabhakar J. Banasure, Bharatiya Mazdoor Sangh.
35.	Shri Sunkari Mallesham, Bharatiya Mazdoor Sangh.
36.	Shri A.K. Padmanabhan, Centre of Indian Trade Unions.
37.	Shri Ramendra Kumar, All India Trade Union Congress.
38.	Shri Harbhajan Singh Sidhu, Hind Mazdoor Sabha.
39.	Shri Dilip Bhattacharya, All India United Trade Union Centre.
40.	Vacant, Indian National Trade Union Congress.
41.	Vacant, Indian National Trade Union Congress.
42.	Vacant, Indian National Trade Union Congress.
Ex-Officio Member Secretary	
43.	Central Provident Fund Commissioner, Employees' Provident Fund Organisation.

Appendix-1(ii)

MEMBERS OF EXECUTIVE COMMITTEE, CBT, EPF AS ON 31.03.2019	
Chairman	
1	Secretary, Labour & Employment, Government of India, New Delhi.
Central Government Representatives - 2	
2.	Additional Secretary, Ministry of Labour & Employment, Government of India, New Delhi.
3.	Additional/Joint Secretary & Financial Advisor, Ministry of Labour & Employment, Government of India, New Delhi.
State Government Representatives- 3	
4.	Representative of the Government of Kerala, Labour Department, Kerala.
5.	Representative of the Government of Madhya Pradesh, Labour Department, Madhya Pradesh.
6.	Secretary to the Government of Uttar Pradesh, Labour Department, Lucknow.
Employers' Representatives – 3	
7.	Shri Sanjay Bhatia
8.	Shri Sougata Roy Choudhury
9.	Shri Govind Lele
Employees' Representatives – 3	
10.	Shri Prabhakar J. Banasure
11.	Shri Virjesh Upadhyay
12.	Shri Dilip Bhattacharya
Ex-Officio Member Secretary	
13.	Central Provident Fund Commissioner, Employees' Provident Fund Organisation.

Appendix-2(i)

ESTABLISHMENT & MEMBERS – INDUSTRY/CLASS WISE (31.03.2019)								
S. No.	Effective From	Industry Type	Establishments			Members		
			Ex	Un-Ex	Total	Ex	Un-Ex	Total
1	01 November 1952	Cement	49	2,189	2,238	120,681	581,714	702,395
2	01 November 1952	Cigarettes	4	107	111	19,166	24,400	43,566
3	01 November 1952	Elec, Mech or Gen Engg Products	322	93,431	93,753	1,338,112	19,570,449	20,908,561
4	01 November 1952	Iron and Steel	65	12,352	12,417	238,932	1,971,200	2,210,132
5	01 November 1952	Jute	83	276	359	227,904	98,982	326,886
6	01 November 1952	Other Textiles	135	27,490	27,625	154,458	2,994,561	3,149,019
7	01 November 1952	Paper	19	1,859	1,878	35,220	262,436	297,656
8	01 November 1952	Textiles	94	32,826	32,920	156,292	7,706,212	7,862,504
9	31 July 1956	Edible Oils and Fats	19	4,018	4,037	14,239	316,823	331,062
10	31 July 1956	Electrical porcelain Insulators	4	866	870	889	97,883	98,772
11	31 July 1956	Electricity including generation, transmission and distribution thereof	203	7,265	7,468	331,304	781,949	1,113,253
12	31 July 1956	Glass	11	1,675	1,686	27,358	360,914	388,272
13	31 July 1956	Matches	2	1,767	1,769	297	263,942	264,239
14	31 July 1956	Printing excluding printing presses covered under "Newspaper establishments"	22	7,854	7,876	2,664	542,241	544,905
15	31 July 1956	Refractories	10	878	888	62,173	124,468	186,641
16	31 July 1956	Rubber and rubber products	19	4,980	4,999	11,622	1,305,032	1,316,654
17	31 July 1956	Sanitarywares	1	864	865	2,497	103,801	106,298
18	31 July 1956	Stone-ware pipes	1	521	522	10	45,454	45,464
19	31 July 1956	Sugar	49	3,243	3,292	45,516	575,385	620,901
20	31 July 1956	Tea (except in State of Assam)	27	1,315	1,342	11,059	598,937	609,996
21	31 July 1956	Tiles	4	3,292	3,296	3,194	234,905	238,099
22	30 September 1956	Heavy and Fine chemicals	184	16,034	16,218	299,420	4,300,199	4,599,619
23	30 September 1956	Indigo	0	98	98	0	32,168	32,168
24	30 September 1956	Lac including shellac	1	93	94	1,654	4,300	5,954
25	30 September 1956	Non-edible veg & animal oil & fats	0	570	570	0	44,620	44,620
26	31 December 1956	Newspaper Establishments	17	1,438	1,455	20,089	184,265	204,354
27	31 January 1957	Mineral Oil refining	3	293	296	2,541	71,364	73,905
28	30 April 1957	Cardamom Plantations	0	417	417	0	9,911	9,911
29	30 April 1957	Coffee Plantations	4	2,910	2,914	2,635	125,839	128,474
30	30 April 1957	Pepper Plantations	1	62	63	51	4,295	4,346
31	30 April 1957	Rubber Plantations	2	560	562	31	54,718	54,749
32	30 April 1957	Tea plantations (except in Assam)	7	1,101	1,108	1,187	352,582	353,769
33	30 April 1957	Mixed Plantations	0	154	154	0	11,169	11,169
34	30 November 1957	Asbestos Cement Sheets	1	162	163	126	44,089	44,215
35	30 November 1957	Coffee curing Esttbs	2	180	182	198	26,694	26,892
36	30 November 1957	Gold Mines	3	79	82	4,614	5,368	9,982
37	30 November 1957	Industrial and Power Alcohol	1	107	108	1	16,435	16,436
38	30 November 1957	Iron Ore Mines	21	525	546	16,480	95,535	112,015
39	30 November 1957	Limestone Mines	3	717	720	758	85,254	86,012

ESTABLISHMENT & MEMBERS – INDUSTRY/CLASS WISE (31.03.2019)								
S. No.	Effective From	Industry Type	Establishments			Members		
			Ex	Un-Ex	Total	Ex	Un-Ex	Total
40	30 November 1957	Manganese Mines	16	289	305	7,613	49,673	57,286
41	30 April 1958	Biscuit making industry	4	1,619	1,623	4,264	323,497	327,761
42	30 April 1959	Road Motor Transport estt.	153	10,654	10,807	557,333	1,360,685	1,918,018
43	31 May 1960	Mica Mines	2	285	287	3,101	10,629	13,730
44	31 May 1960	Mica Mines - Mica Industry	2	410	412	708	28,650	29,358
45	30 June 1960	Automobile repair and servicing	23	7,894	7,917	144,973	1,161,817	1,306,790
46	30 June 1960	Plywood	3	2,781	2,784	10	260,941	260,951
47	30 November 1960	Cane Farms owned by sugar factories	1	80	81	0	3,487	3,487
48	31 December 1960	Dal Milling	0	1,034	1,034	0	41,911	41,911
49	31 December 1960	Flour Milling	4	1,691	1,695	482	151,776	152,258
50	31 December 1960	Rice Milling	2	14,779	14,781	4,026	417,024	421,050
51	31 May 1961	Starch	3	185	188	755	26,300	27,055
52	30 June 1961	Hotels	21	20,563	20,584	22,390	2,409,988	2,432,378
53	30 June 1961	Petroleum or natural gas exploitation, prospecting, drilling or production	37	1,599	1,636	71,977	114,401	186,378
54	30 June 1961	Petroleum or natural gas refining	18	1,380	1,398	36,060	195,045	231,105
55	30 June 1961	Restaurants	1	12,337	12,338	37	1,337,238	1,337,275
56	30 June 1961	Storage/transport or distribution of petroleum or Natural gas	4	2,942	2,946	4,146	137,494	141,640
57	31 July 1961	Cinemas (including Preview theaters)	4	7,525	7,529	33	114,121	114,154
58	31 July 1961	Distribution concerns dealing with exposed films	1	166	167	0	6,940	6,940
59	31 July 1961	Film production concerns	0	433	433	0	55,340	55,340
60	31 July 1961	Film Studios	0	276	276	0	37,645	37,645
61	31 July 1961	Film processing Laboratories	0	394	394	0	34,817	34,817
62	31 August 1961	Leather and Leather products	11	6,620	6,631	11,236	1,158,264	1,169,500
63	30 November 1961	Crockery	1	614	615	0	70,195	70,195
64	30 November 1961	Stone-ware Jars	0	70	70	0	7,941	7,941
65	31 December 1961	Every cane farm owned by the owner or occupier of a sugar factory or cultivated by such owner or occupier or any person on his behalf	2	124	126	225	8,459	8,684
66	31 March 1962	Confectionery	5	1,913	1,918	536	272,418	272,954
67	30 April 1962	Trading and commercial estt.	205	94,004	94,209	617,625	15,060,261	15,677,886
68	31 May 1962	Companies, societies, associations, clubs or troupes which give any exhibition of acrobatic or other performances or both	18	3,442	3,460	3,511	334,391	337,902
69	31 May 1962	Societies, clubs or associations which provide service on payment	15	6,542	6,557	2,850	423,538	426,388
70	31 May 1962	Theaters	1	1,408	1,409	0	37,887	37,887
71	30 June 1962	Fruit and vegetable preservation	2	2,453	2,455	99	239,465	239,564
72	30 September 1962	Cashewnuts	0	2,814	2,814	0	517,021	517,021

ESTABLISHMENT & MEMBERS – INDUSTRY/CLASS WISE (31.03.2019)								
S. No.	Effective From	Industry Type	Establishments			Members		
			Ex	Un-Ex	Total	Ex	Un-Ex	Total
73	31 October 1962	Processing or treatment of wood products	1	553	554	70	53,342	53,412
74	31 October 1962	Saw Mills	1	1,263	1,264	1	43,426	43,427
75	31 October 1962	Wood Preservation Plants	1	344	345	2,243	198,416	200,659
76	31 October 1962	Wood Seasoning Kilns	0	115	115	0	9,490	9,490
77	31 October 1962	Wood Workshop	0	2,914	2,914	0	206,426	206,426
78	31 December 1962	Bauxite Mines	7	113	120	15,298	6,344	21,642
79	30 April 1963	Brushes	0	142	142	0	9,405	9,405
80	30 April 1963	Buttons	0	169	169	0	16,037	16,037
81	30 April 1963	Laundry and Laundry services	0	615	615	0	47,548	47,548
82	30 April 1963	Plastic and plastic products	8	12,348	12,356	5,247	1,656,000	1,661,247
83	30 April 1963	Stationery products	1	1,081	1,082	215	133,735	133,950
84	31 August 1963	Aerated water, soft drinks or carbonated water	1	915	916	3	142,083	142,086
85	31 August 1963	Canteens	1	4,997	4,998	643	425,430	426,073
86	31 October 1963	Distilling and rectifying of spirits	9	634	643	6,493	153,305	159,798
87	31 January 1964	Bone Crushing	0	170	170	0	7,503	7,503
88	31 January 1964	Paint and Varnish	17	1,711	1,728	25,133	225,027	250,160
89	30 June 1964	China Clay Mines	0	138	138	0	11,439	11,439
90	30 June 1964	Pickers	0	159	159	0	15,137	15,137
91	31 October 1964	Architects	1	1,239	1,240	136	84,277	84,413
92	31 October 1964	Attorneys as defined in the Advocates Act, 1965	2	102	104	56	5,574	5,630
93	31 October 1964	Chartered Accountants	1	719	720	12,342	89,104	101,446
94	31 October 1964	Cost and Works Accountants	0	174	174	0	10,197	10,197
95	31 October 1964	Engineers and Engineering Contractors	61	126,252	126,313	552,015	10,820,137	11,372,152
96	31 October 1964	Medical Specialists	5	1,803	1,808	1,048	526,123	527,171
97	31 December 1964	Milk and milk products	31	2,961	2,992	29,450	438,841	468,291
98	31 January 1965	Forwarding agencies	2	3,989	3,991	51,895	634,009	685,904
99	31 January 1965	Non-ferrous metals and alloys in the form of ingots	9	1,413	1,422	19,916	190,992	210,908
100	31 January 1965	Travel Agencies	12	6,826	6,838	40,950	591,689	632,639
101	31 March 1965	Bread	6	822	828	324	97,505	97,829
102	30 June 1965	Stemming or redrying of tobacco leaf industries	0	72	72	0	5,471	5,471
103	31 July 1965	Agarbatti (including dhoop and dhoopbatti)	0	522	522	0	57,678	57,678
104	31 August 1965	Magnesite Mines	2	103	105	775	43,324	44,099
105	30 September 1965	Coir (excluding the spinning sector)	1	762	763	1	61,245	61,246
106	31 December 1965	Stone quarries producing roof & floor slabs, dimension stones and mosaic chips;	2	1,906	1,908	15,013	107,021	122,034
107	31 January 1966	Banks other than nationalised banks	72	4,253	4,325	531,841	716,838	1,248,679
108	30 June 1966	Tobacco industry that is any industry engaged in the manufacture of cigars, zarda, snuff, quivaam, and guraku from tobacco.	1	1,756	1,757	0	214,564	214,564
109	31 July 1966	Paper Products industry	14	5,414	5,428	24,869	506,098	530,967

ESTABLISHMENT & MEMBERS – INDUSTRY/CLASS WISE (31.03.2019)								
S. No.	Effective From	Industry Type	Establishments			Members		
			Ex	Un-Ex	Total	Ex	Un-Ex	Total
110	30 September 1966	Licensed salt industry	3	607	610	339	69,896	70,235
111	30 April 1967	Indoleum	64	2,157	2,221	18,816	195,924	214,740
112	30 April 1967	Linoleum	1	17	18	0	1,928	1,928
113	31 July 1967	Explosives	4	348	352	4,989	41,855	46,844
114	31 August 1967	Jute Baling or Pressing	0	35	35	0	2,632	2,632
115	31 October 1967	Fireworks and percussion cap work	1	1,324	1,325	928	262,175	263,103
116	30 November 1967	Tent Making	1	161	162	1	9,994	9,995
117	31 August 1968	Barytes, dolomite, fireclay, gypsum, kyanite, siliminate and steatite mines	1	70	71	2	4,887	4,889
118	31 August 1968	Kyanite Mines	0	9	9	0	820	820
119	31 August 1968	Siliminite Mines	0	6	6	0	107	107
120	31 August 1968	Steatite Mines	0	127	127	0	7,295	7,295
121	31 August 1968	Barytes Mines	0	15	15	0	3,228	3,228
122	31 August 1968	Gypsum Mines	0	14	14	0	273	273
123	31 August 1968	Fireclay Mines	0	19	19	0	2,562	2,562
124	31 August 1968	Dolomite Mines	0	32	32	0	13,094	13,094
125	31 December 1968	Chinchona Plantations	0	22	22	0	11,012	11,012
126	30 April 1969	Ferro Manganese	2	170	172	249	30,739	30,988
127	30 June 1969	Diamond Mines	1	43	44	152	3,035	3,187
128	30 June 1969	Ice and ice-cream industry	1	670	671	4,569	73,945	78,514
129	31 January 1970	General insurance business	1	238	239	0	645,964	645,964
130	31 March 1971	Esttbs rendering expert services	212	277,591	277,803	2,497,615	76,825,546	79,323,161
131	30 November 1971	Winding of thread and yarn reeling industry	2	483	485	5,872	118,030	123,902
132	31 March 1972	Railway booking Agencies	0	54	54	0	3,815	3,815
133	30 September 1972	Cotton ginning, bailing and pressing	20	6,640	6,660	20,370	554,873	575,243
134	31 March 1973	Messes other than Military Messes	0	500	500	0	64,634	64,634
135	31 May 1973	Katha making	2	139	141	1,194	15,547	16,741
136	31 August 1973	Hospitals	38	16,844	16,882	56,116	2,559,802	2,615,918
137	30 April 1974	Beer manufacturing	4	249	253	8,252	74,437	82,689
138	30 September 1974	Societies, clubs & associations which charge no fee other than subscription	12	4,547	4,559	4,041	324,039	328,080
139	30 September 1974	Sorting, cleaning and teasing of cotton waste.	0	279	279	0	62,992	62,992
140	30 November 1974	Garments making factories	6	18,078	18,084	1,242	10,784,562	10,785,804
141	31 December 1974	Agricultural farms	6	2,710	2,716	12,130	228,261	240,391
142	31 December 1974	Botanical Gardens	0	244	244	0	32,636	32,636
143	31 December 1974	Fruit Orchards	1	228	229	1,151	17,763	18,914
144	31 December 1974	Zoological Gardens	2	139	141	0	10,135	10,135
145	30 June 1975	Soap Stone Mines	1	374	375	631	71,572	72,203
146	31 July 1976	Apartite Mines	0	18	18	0	1,348	1,348
147	31 July 1976	Asbestos Mines	0	48	48	0	5,662	5,662
148	31 July 1976	Ball Clay Mines	0	81	81	0	9,125	9,125
149	31 July 1976	Calcite Mines	0	63	63	0	11,147	11,147

ESTABLISHMENT & MEMBERS – INDUSTRY/CLASS WISE (31.03.2019)								
S. No.	Effective From	Industry Type	Establishments			Members		
			Ex	Un-Ex	Total	Ex	Un-Ex	Total
150	31 July 1976	Chromite Mines	1	80	81	587	55,692	56,279
151	31 July 1976	Corundum Mines	0	50	50	0	7,380	7,380
152	31 July 1976	Emerald Mines	0	39	39	0	5,658	5,658
153	31 July 1976	Feldspar Mines	1	48	49	2,960	4,162	7,122
154	31 July 1976	Flourite Mines	0	22	22	0	2,209	2,209
155	31 July 1976	Graphite Mines	0	82	82	0	5,006	5,006
156	31 July 1976	Ochre Mines	0	120	120	0	12,609	12,609
157	31 July 1976	Quartz Mines	0	163	163	0	155,995	155,995
158	31 July 1976	Silica (Sand) Mines	2	237	239	930	21,590	22,520
159	28 January 1977	Fish Processing And Non-Veg Food Preservation	1	1,073	1,074	38	167,383	167,421
160	28 January 1977	Glue And Gelatine Factories	0	54	54	0	5,291	5,291
161	28 January 1977	Stone quarries producing stone chips, stone sets, stone boulders and ballasts	0	1,024	1,024	0	48,137	48,137
162	31 May 1977	Beedi industry	0	8,179	8,179	0	3,975,957	3,975,957
163	31 December 1978	Financing Establishments other than Banks	59	7,605	7,664	74,606	2,379,948	2,454,554
164	06 January 1979	Lignite Mines	2	42	44	14,496	19,682	34,178
165	31 July 1979	Ferro Chrome	1	254	255	203	91,257	91,460
166	31 May 1980	Diamond Cutting	1	3,228	3,229	0	301,530	301,530
167	31 May 1980	Inland Water Transport establishments	6	393	399	8,184	33,256	41,440
168	31 May 1980	Quartzite Mines	0	37	37	0	3,538	3,538
169	31 October 1980	Building And Construction Industry	35	93,404	93,439	88,613	14,576,859	14,665,472
170	31 October 1980	Manufacture of Myrobalan	0	48	48	0	2,476	2,476
171	30 November 1980	Brick	1	18,732	18,733	0	385,061	385,061
172	23 November 1981	Stevedoring loading and unloading of ships.	2	534	536	10,650	81,030	91,680
173	07 December 1981	Cattle Feed Industry	1	510	511	215	87,193	87,408
174	07 December 1981	Poultry Farming	0	1,105	1,105	0	199,810	199,810
175	19 February 1982	College	8	8,932	8,940	1,977	543,316	545,293
176	19 February 1982	Knowledge or Training Institution	6	3,488	3,494	1,372	395,027	396,399
177	19 February 1982	Research Institute	5	788	793	4,634	92,569	97,203
178	19 February 1982	School	248	39,565	39,813	35,321	2,273,720	2,309,041
179	19 February 1982	Scientific Institution	3	376	379	429	68,615	69,044
180	19 February 1982	University	97	716	813	3,502	79,774	83,276
181	19 February 1982	University, College, School. Etc.	371	34,797	35,168	64,563	2,923,204	2,987,767
182	01 January 1984	Asbestos industries	2	114	116	2,338	17,558	19,896
183	01 January 1984	Cinema theaters employing five or more workers	0	2,409	2,409	0	57,917	57,917
184	01 September 1989	Iron Ore Pellets	2	358	360	874	61,016	61,890
185	25 March 1992	Diamond Saw Mills	1	46	47	0	3,376	3,376
186	25 March 1992	Guar Gum Factories	1	94	95	0	6,963	6,963
187	25 March 1992	Marble Mines	0	242	242	0	15,394	15,394
188	01 April 2001	Aircraft or Airlines other than those owned or controlled by	4	196	200	17,574	34,973	52,547

ESTABLISHMENT & MEMBERS – INDUSTRY/CLASS WISE (31.03.2019)								
S. No.	Effective From	Industry Type	Establishments			Members		
			Ex	Un-Ex	Total	Ex	Un-Ex	Total
		Central/State Government						
189	01 April 2001	Cleaning & Sweeping	0	13,027	13,027	0	1,876,378	1,876,378
190	01 April 2001	Couriers Service	1	685	686	19,354	155,093	174,447
191	19 November 2005	Establishments in construction, maintenance, operation and commercial activities of Railways, excluding Indian Railways	0	1,197	1,197	0	48,734	48,734
192	27 July 2006	Establishment Engaged In Manufacture, Marketing Servicing, Usage of Computers	37	13,433	13,470	1,418,504	4,362,174	5,780,678
193	08 December 2007	Companies offering life insurance, Annuities etc. other than life insurance	2	146	148	78,273	256,771	335,044
194	08 December 2007	Electronic Media Companies	6	1,513	1,519	9,255	337,836	347,091
195	08 December 2007	Lodging Housing , Service Apartment & Condominiums	0	745	745	0	61,987	61,987
196	08 December 2007	Private Airports & Joint Venture Airports	0	31	31	0	7,940	7,940
197	08 January 2011	Municipal Councils/Corporations	0	2,057	2,057	0	245,276	245,276
Total			3,514	1,230,768	1,234,282	10,481,450	218,712,143	229,193,593

Appendix-2(ii)

Establishments And Members - Zone & Office Wise (31.03.2019)								
Zone/Office	Establishments				Members			
	Ex	Un-Ex	Total	% of All India Total	Ex	Un-Ex	Total	% of All India Total
GUNTUR	9	12,725	12,734	1.03%	2,445	1,149,772	1,152,217	0.50%
KADAPA	9	11,426	11,435	0.93%	1,160	1,100,080	1,101,240	0.48%
RAJAHMUNDRY	8	7,866	7,874	0.64%	26,896	555,908	582,804	0.25%
VISHAKHAPATNAM	22	12,204	12,226	0.99%	47,598	1,602,115	1,649,713	0.72%
Andhra Pradesh (Vijaywada)	48	44,221	44,269	3.59%	78,099	4,407,875	4,485,974	1.96%
BENGALURU-I (Central)	57	16,547	16,604	1.35%	937,804	6,651,540	7,589,344	3.31%
BENGALURU-II (Malleswaram)								
BOMMASANDRA-I (Bengaluru Electronic City)	13	8,231	8,244	0.67%	1,491,213	5,122,714	6,613,927	2.89%
BOMMASANDRA-II (Koramangala)				0.00%				0.00%
K R PURAM	18	9,382	9,400	0.76%	75,555	3,158,033	3,233,588	1.41%
MYSORE ROAD	11	5,425	5,436	0.44%	13,021	1,142,180	1,155,201	0.50%
PEENYA	18	9,027	9,045	0.73%	24,756	3,666,117	3,690,873	1.61%
TUMKUR								
YELAHANKA								
Bengaluru (Bengaluru)	117	48,612	48,729	3.95%	2,542,349	19,740,584	22,282,933	9.72%
BHAGALPUR	14	4,607	4,621	0.37%	1,914	119,355	121,269	0.05%
JAMSHEDPUR	31	8,251	8,282	0.67%	74,991	1,255,049	1,330,040	0.58%
MUZAFFARPUR	37	6,587	6,624	0.54%	10,452	170,933	181,385	0.08%
PATNA	52	10,817	10,869	0.88%	9,806	1,262,898	1,272,704	0.56%
RANCHI	115	13,883	13,998	1.13%	160,850	851,559	1,012,409	0.44%
Bihar & Jharkhand (Patna)	249	44,145	44,394	3.60%	258,013	3,659,794	3,917,807	1.71%
AMBATTUR	27	14,431	14,458	1.17%	168,882	2,930,762	3,099,644	1.35%
CHENNAI-I (North)	78	23,250	23,328	1.89%	273,775	7,989,255	8,263,030	3.61%
CHENNAI-II (South)								
PONDICHERRY	1	3,528	3,529	0.29%	1,500	725,765	727,265	0.32%
TAMBARAM	15	10,020	10,035	0.81%	30,158	3,312,856	3,343,014	1.46%
VELLORE	7	7,295	7,302	0.59%	12,371	752,823	765,194	0.33%
Chennai & Puducherry (Chennai)	128	58,524	58,652	4.75%	486,686	15,711,461	16,198,147	7.07%
DEHRADUN	23	8,513	8,536	0.69%	54,505	2,005,802	2,060,307	0.90%
DELHI (Central)								
DELHI (East)	9	10,970	10,979	0.89%	19,361	1,766,300	1,785,661	0.78%
DELHI (North)	120	39,518	39,638	3.21%	303,893	8,757,817	9,061,710	3.95%
DELHI (South)	68	21,180	21,248	1.72%	417,072	6,948,492	7,365,564	3.21%
DELHI (West)								
HALDWANI	18	4,438	4,456	0.36%	21,375	1,327,347	1,348,722	0.59%
Delhi & Uttarkhand (Delhi)	238	84,619	84,857	6.88%	816,206	20,805,758	21,621,964	9.43%
AHMEDABAD	48	28,904	28,952	2.35%	100,276	5,150,190	5,250,466	2.29%
BHARUCH	13	5,354	5,367	0.43%	12,190	1,237,999	1,250,189	0.55%
NARODA	12	5,946	5,958	0.48%	41,924	492,904	534,828	0.23%
RAJKOT	42	19,312	19,354	1.57%	59,907	2,729,372	2,789,279	1.22%
SURAT	17	16,776	16,793	1.36%	21,797	2,594,932	2,616,729	1.14%
VADODARA	28	12,537	12,565	1.02%	70,985	2,618,485	2,689,470	1.17%
VAPI	4	9,383	9,387	0.76%	11,268	2,554,007	2,565,275	1.12%
VATWA	0	3,790	3,790	0.31%	0	426,731	426,731	0.19%
Gujarat (Ahmedabad)	164	102,002	102,166	8.28%	318,347	17,804,620	18,122,967	7.91%
FARIDABAD	21	11,168	11,189	0.91%	14,040	3,990,157	4,004,197	1.75%
GURGAON-I (East)	42	18,287	18,329	1.48%	360,729	9,977,026	10,337,755	4.51%
GURGAON-II (West)								
KARNAL	49	18,900	18,949	1.54%	28,367	1,697,750	1,726,117	0.75%
ROHTAK	34	9,147	9,181	0.74%	14,625	859,113	873,738	0.38%
Haryana (Faridabad)	146	57,502	57,648	4.67%	417,761	16,524,046	16,941,807	7.39%
BELLARY	9	4,865	4,874	0.39%	21,513	378,466	399,979	0.17%

Establishments And Members - Zone & Office Wise (31.03.2019)								
Zone/Office	Establishments				Members			
	Ex	Un-Ex	Total	% of All India Total	Ex	Un-Ex	Total	% of All India Total
CHIKAMAGALUR	4	3,394	3,398	0.28%	6,814	196,217	203,031	0.09%
GOA	11	5,427	5,438	0.44%	11,055	1,470,584	1,481,639	0.65%
GULBARGA	10	4,542	4,552	0.37%	29,514	304,212	333,726	0.15%
HUBLI	18	9,706	9,724	0.79%	45,270	867,677	912,947	0.40%
MANGALORE	3	4,268	4,271	0.35%	14,066	893,358	907,424	0.40%
MYSORE	13	6,960	6,973	0.56%	43,860	819,186	863,046	0.38%
RAICHUR	5	2,615	2,620	0.21%	7,996	171,534	179,530	0.08%
SHIMOGA	5	2,861	2,866	0.23%	9,365	247,615	256,980	0.11%
UDUPPI	2	1,905	1,907	0.15%	5,167	255,921	261,088	0.11%
Karnataka (Other Than Bengaluru) & Goa (Hubli)	80	46,543	46,623	3.78%	194,620	5,604,770	5,799,390	2.53%
KANNUR	0	2,193	2,193	0.18%	0	158,522	158,522	0.07%
KOCHI	38	11,264	11,302	0.92%	27,370	1,603,586	1,630,956	0.71%
KOLLAM	4	2,361	2,365	0.19%	3,586	260,411	263,997	0.12%
KOTTAYAM	1	2,540	2,541	0.21%	31	261,934	261,965	0.11%
KOZHIKODE	7	6,850	6,857	0.56%	7,154	459,926	467,080	0.20%
THIRUVANANTHAPURAM	6	4,556	4,562	0.37%	3,104	539,274	542,378	0.24%
Kerala & Lakshadweep (Thiruvananthapuram)	56	29,764	29,820	2.42%	41,245	3,283,653	3,324,898	1.45%
BHOPAL	8	10,484	10,492	0.85%	9,258	1,234,197	1,243,455	0.54%
GWALIOR	3	5,793	5,796	0.47%	52	552,658	552,710	0.24%
INDORE	11	13,509	13,520	1.10%	61,282	2,163,135	2,224,417	0.97%
JABALPUR	38	11,601	11,639	0.94%	23,303	678,641	701,944	0.31%
RAIPUR	122	18,011	18,133	1.47%	49,393	1,887,780	1,937,173	0.85%
SAGAR	1	2,405	2,406	0.19%	116	220,519	220,635	0.10%
UJJAIN	2	3,447	3,449	0.28%	9	306,032	306,041	0.13%
Madhya Pradesh & Chattisgarh (Bhopal)	185	65,250	65,435	5.30%	143,413	7,042,962	7,186,375	3.14%
AKOLA	12	4,802	4,814	0.39%	14,744	329,761	344,505	0.15%
AURANGABAD	13	8,665	8,678	0.70%	18,094	2,047,560	2,065,654	0.90%
KOLHAPUR	19	10,629	10,648	0.86%	54,994	915,695	970,689	0.42%
NAGPUR	31	15,801	15,832	1.28%	53,847	1,671,443	1,725,290	0.75%
NASIK	35	14,233	14,268	1.16%	70,288	2,001,134	2,071,422	0.90%
PUNE-I (Pune Cantt.)	47	38,735	38,782	3.14%	411,224	9,454,453	9,865,677	4.30%
PUNE-II (Akurdi)								
SOLHAPUR	7	4,556	4,563	0.37%	17,336	417,220	434,556	0.19%
Maharashtra (Excluding Mumbai) (Pune)	164	97,421	97,585	7.91%	640,527	16,837,266	17,477,793	7.63%
BANDRA-I (Bandra)	295	29,399	29,694	2.41%	1,797,626	11,710,355	13,507,981	5.89%
BANDRA-II (Dadar)								
BANDRA-III (Nariman Point)								
BANDRA-IV (Powai)								
Mumbai I (Bandra)	295	29,399	29,694	2.41%	1,797,626	11,710,355	13,507,981	5.89%
KANDIVALI-I (West)	28	24,606	24,634	2.00%	150,859	6,426,997	6,577,856	2.87%
KANDIVALI-II (East)								
THANE-I (North)	45	23,405	23,450	1.90%	321,386	4,595,639	4,917,025	2.15%
THANE-II (South)								
VASHI	50	17,023	17,073	1.38%	53,207	3,437,615	3,490,822	1.52%
Mumbai II (Thane)	123	65,034	65,157	5.28%	525,452	14,460,251	14,985,703	6.54%
AGARTALA	0	1,444	1,444	0.12%	0	99,590	99,590	0.04%
GUWAHATI	19	18,230	18,249	1.48%	7,878	806,409	814,287	0.36%
SHILLONG	2	2,064	2,066	0.17%	14,815	113,976	128,791	0.06%
TINSUKIA	7	5,798	5,805	0.47%	2,468	157,783	160,251	0.07%
North-Eastern Region (Guwahati)	28	27,536	27,564	2.23%	25,161	1,177,758	1,202,919	0.52%
BEHRAMPUR	9	4,112	4,121	0.33%	15,551	220,617	236,168	0.10%
BHUBANESWAR	44	17,549	17,593	1.43%	21,822	1,805,553	1,827,375	0.80%
KEONJHAR	25	3,136	3,161	0.26%	5,280	283,433	288,713	0.13%
ROURKELA	27	6,073	6,100	0.49%	38,346	946,323	984,669	0.43%
Odisha (Bhubaneswar)	105	30,870	30,975	2.51%	80,999	3,255,926	3,336,925	1.46%

Establishments And Members - Zone & Office Wise (31.03.2019)								
Zone/Office	Establishments				Members			
	Ex	Un-Ex	Total	% of All India Total	Ex	Un-Ex	Total	% of All India Total
AMRITSAR	17	6,792	6,809	0.55%	7,486	423,758	431,244	0.19%
BHATINDA	24	12,511	12,535	1.02%	3,090	958,592	961,682	0.42%
CHANDIGARH	40	12,637	12,677	1.03%	16,916	2,631,602	2,648,518	1.16%
JALANDHAR	23	7,769	7,792	0.63%	70,400	812,055	882,455	0.39%
LUDHIANA	6	10,713	10,719	0.87%	4,442	2,067,667	2,072,109	0.90%
SHIMLA	86	19,210	19,296	1.56%	38,149	1,598,723	1,636,872	0.71%
Punjab & Himachal Pradesh (Chandigarh)	196	69,632	69,828	5.66%	140,483	8,492,397	8,632,880	3.77%
JAIPUR	130	25,048	25,178	2.04%	82,149	3,252,595	3,334,744	1.45%
JODHPUR	50	10,939	10,989	0.89%	35,555	734,300	769,855	0.34%
KOTA	29	4,588	4,617	0.37%	38,194	572,725	610,919	0.27%
UDAIPUR	26	6,625	6,651	0.54%	45,966	1,239,047	1,285,013	0.56%
Rajasthan (Jaipur)	235	47,200	47,435	3.84%	201,864	5,798,667	6,000,531	2.62%
COIMBATORE	16	17,698	17,714	1.44%	22,845	3,941,273	3,964,118	1.73%
MADURAI	16	14,480	14,496	1.17%	26,255	2,067,766	2,094,021	0.91%
NAGERCOIL	3	3,100	3,103	0.25%	254	258,500	258,754	0.11%
SALEM	19	11,770	11,789	0.96%	64,824	2,427,875	2,492,699	1.09%
TIRUNELVELI	9	7,075	7,084	0.57%	41,775	1,244,339	1,286,114	0.56%
TRICHY	13	14,095	14,108	1.14%	26,603	1,235,528	1,262,131	0.55%
Tamil Nadu (Excluding Chennai) (Coimbatore)	76	68,218	68,294	5.53%	182,556	11,175,281	11,357,837	4.96%
HYDERABAD-I (Barkatpura)	49	30,009	30,058	2.44%	543,060	7,568,282	8,111,342	3.54%
HYDERABAD-II (Madhapur)								
KARIMNAGAR	3	3,803	3,806	0.31%	571	286,966	287,537	0.13%
KUKATPALLI	11	9,371	9,382	0.76%	26,312	1,880,146	1,906,458	0.83%
NIZAMABAD	0	2,049	2,049	0.17%	0	897,010	897,010	0.39%
PATANCHERU	6	4,385	4,391	0.36%	11,413	997,889	1,009,302	0.44%
SIDDIPET	0	717	717	0.06%	0	78,150	78,150	0.03%
WARANGAL	5	4,418	4,423	0.36%	436	275,396	275,832	0.12%
Telangana (Hyderabad)	74	54,752	54,826	4.44%	581,792	11,983,839	12,565,631	5.48%
AGRA	10	9,579	9,589	0.78%	4,768	683,131	687,899	0.30%
ALLAHABAD	23	3,924	3,947	0.32%	6,821	280,121	286,942	0.13%
BAREILLY	15	8,311	8,326	0.67%	10,428	520,500	530,928	0.23%
GORAKHPUR	9	4,018	4,027	0.33%	4,232	169,934	174,166	0.08%
KANPUR	13	11,097	11,110	0.90%	11,439	1,081,393	1,092,832	0.48%
LUCKNOW	51	9,978	10,029	0.81%	45,990	877,660	923,650	0.40%
MEERUT	48	20,074	20,122	1.63%	43,957	1,846,481	1,890,438	0.82%
NOIDA	23	14,823	14,846	1.20%	88,359	3,985,201	4,073,560	1.78%
VARANASI	19	8,582	8,601	0.70%	47,191	600,534	647,725	0.28%
Uttar Pradesh (Kanpur)	211	90,386	90,597	7.34%	263,185	10,044,955	10,308,140	4.50%
BARRACKPORE	46	8,106	8,152	0.66%	80,692	612,809	693,501	0.30%
DARJEELING	1	463	464	0.04%	222	65,004	65,226	0.03%
DURGAPUR	33	8,759	8,792	0.71%	41,012	715,480	756,492	0.33%
HOWRAH	58	8,198	8,256	0.67%	114,656	668,995	783,651	0.34%
JALPAIGURI	3	2,918	2,921	0.24%	4,726	542,486	547,212	0.24%
JANGIPUR	1	4,415	4,416	0.36%	721	859,690	860,411	0.38%
KOLKATA	240	23,848	24,088	1.95%	366,681	3,085,318	3,451,999	1.51%
PARK STREET	204	5,847	6,051	0.49%	135,876	2,123,055	2,258,931	0.99%
PORT BLAIR	1	1,052	1,053	0.09%	1	46,160	46,161	0.02%
SILIGURI	9	5,532	5,541	0.45%	479	470,928	471,407	0.21%
West Bengal, A&N Islands & Sikkim (Kolkata)	596	69,138	69,734	5.65%	745,066	9,189,925	9,934,991	4.33%
All India	3,514	1,230,768	1,234,282	100.00%	10,481,450	218,712,143	229,193,593	100.00%

Appendix-2(iii)

ESTABLISHMENTS AND MEMBERS – STATE WISE (31.03.2019)								
	Establishment				Members			
	Ex	Un-Ex	Total	% of All India Total	Ex	Un-Ex	Total	% of All India Total
A&N Islands	1	1,052	1,053	0.09	1	46,160	46,161	0.02
Andhra Pradesh	48	44,221	44,269	3.59	78,099	4,407,875	4,485,974	1.96
Assam, Arunachal Pradesh, Manipur & Nagaland	26	24,028	24,054	1.95	10,346	964,192	974,538	0.43
Bihar	103	22,011	22,114	1.79	22,172	1,553,186	1,575,358	0.69
Chattisgarh	122	18,011	18,133	1.47	49,393	1,887,780	1,937,173	0.85
Delhi	197	71,668	71,865	5.82	740,326	17,472,609	18,212,935	7.95
Goa	11	5,427	5,438	0.44	11,055	1,470,584	1,481,639	0.65
Gujarat, Dadra & Nagar Haveli and Daman & Diu	164	102,002	102,166	8.28	318,347	17,804,620	18,122,967	7.91
Haryana	146	57,502	57,648	4.67	417,761	16,524,046	16,941,807	7.39
Himachal Pradesh	86	19,210	19,296	1.56	38,149	1,598,723	1,636,872	0.71
Jharkhand	146	22,134	22,280	1.81	235,841	2,106,608	2,342,449	1.02
Karnataka	186	89,728	89,914	7.28	2,725,914	23,874,770	26,600,684	11.61
Kerala & Lakshadweep	56	29,764	29,820	2.42	41,245	3,283,653	3,324,898	1.45
Madhya Pradesh	63	47,239	47,302	3.83	94,020	5,155,182	5,249,202	2.29
Maharashtra	582	191,854	192,436	15.59	2,963,605	43,007,872	45,971,477	20.06
Meghalaya & Mizoram	2	2,064	2,066	0.17	14,815	113,976	128,791	0.06
Odisha	105	30,870	30,975	2.51	80,999	3,255,926	3,336,925	1.46
Puducherry	1	3,528	3,529	0.29	1,500	725,765	727,265	0.32
Punjab & Chandigarh	110	50,422	50,532	4.09	102,334	6,893,674	6,996,008	3.05
Rajasthan	235	47,200	47,435	3.84	201,864	5,798,667	6,000,531	2.62
Tamil Nadu	203	123,214	123,417	10.00	667,742	26,160,977	26,828,719	11.71
Telangana	74	54,752	54,826	4.44	581,792	11,983,839	12,565,631	5.48
Tripura	0	1,444	1,444	0.12	0	99,590	99,590	0.04
Uttar Pradesh	211	90,386	90,597	7.34	263,185	10,044,955	10,308,140	4.50
Uttarakhand	41	12,951	12,992	1.05	75,880	3,333,149	3,409,029	1.49
West Bengal & Sikkim	595	68,086	68,681	5.56	745,065	9,143,765	9,888,830	4.31
All India	3,514	1,230,768	1,234,282	100.00	10,481,450	218,712,143	229,193,593	100.00

Appendix-2(iv)

Establishments & Members - Top 25 Industry/Class Wise (31.03.2019)				
Industry Type	Establishments		Members	
	No.	%	No.	%
Establishments rendering expert services	277,803	22.51	79,323,161	34.61
Electrical, Mechanical or General Engineering Products	93,753	7.60	20,908,561	9.12
Trading and commercial establishments	94,209	7.63	15,677,886	6.84
Building And Construction Industry	93,439	7.57	14,665,472	6.40
Engineers and Engineering Contractors	126,313	10.23	11,372,152	4.96
Garment making factories	18,084	1.47	10,785,804	4.71
Textiles	32,920	2.67	7,862,504	3.43
Establishments Engaged In Manufacture, Marketing Servicing, Usage of Computers	13,470	1.09	5,780,678	2.52
Heavy and Fine chemicals	16,218	1.31	4,599,619	2.01
Beedi industry	8,179	0.66	3,975,957	1.73
Other Textiles	27,625	2.24	3,149,019	1.37
Universities, Colleges Etc.	35,168	2.85	2,987,767	1.30
Hospitals	16,882	1.37	2,615,918	1.14
Financing Establishments other than Banks	7,664	0.62	2,454,554	1.07
Hotels	20,584	1.67	2,432,378	1.06
Schools	39,813	3.23	2,309,041	1.01
Iron and Steel	12,417	1.01	2,210,132	0.96
Road Motor Transport establishments	10,807	0.88	1,918,018	0.84
Cleaning & Sweeping	13,027	1.06	1,876,378	0.82
Plastic and plastic products	12,356	1.00	1,661,247	0.72
Restaurants	12,338	1.00	1,337,275	0.58
Rubber and rubber products	4,999	0.41	1,316,654	0.57
Automobile repair and servicing	7,917	0.64	1,306,790	0.57
Banks other than nationalised banks	4,325	0.35	1,248,679	0.54
Leather and Leather products	6,631	0.54	1,169,500	0.51
Top 25 Industries	1,006,941	81.58	204,945,144	89.42
Rest of Industries	227,341	18.42	24,248,449	10.58
Grand Total	1,234,282	100.00	229,193,593	100.00

Classification of Pensioners as on 31.03.2019

Regional Office	Members of Pension Fund		Member Pensioners				Spouse Pensioners					Children Pension				Others Pensioners				Grand Total Col. No. 7,12,15 & 19)
			Early Pension (50-57 years)	Superannuation Pension (58 years)	Disablment pension (50-57 years)	Total (4+5+6)	Death in Service		Death away from Service	Spouse pensioners other than 8, 9 & 10	Total (8+9+10+11)	FPS'71	EPS'95	Total (13+14)	Nominee Pensioners	Parent Pensioners	Orphan Pensioners	Total (16+17+18)		
	FPS'71	EPS'95					FPS'71	EPS'95											FPS'71	
	Ex	Un- ex	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
1	2	3																		
KADAPA	1291	1153723	17471	22942	21	40434	2402	10371	2531	8013	23317	7	8969	8976	109	825	266	1200	73927	
GUNTUR	2456	1145912	14675	21163	24	35862	1783	8459	2586	6517	19345	2	6989	6991	212	599	299	1110	63308	
VISHAKAPATNAM	47150	1601527	14046	30760	26	44832	2612	11582	3282	9784	27260	5	9265	9270	244	514	251	1009	82371	
RAJAMUNDRY	25761	561749	10977	18582	17	29576	1677	6416	1813	6734	16640	2	5010	5012	131	394	198	723	51951	
BANGALORE	961198	6681315	24617	32064	20	56701	3876	10161	1955	8958	24950	5	5553	5558	217	803	145	1165	88374	
PEENYA	24851	3684636	12280	14342	6	26628	17	3277	1057	2458	6809	0	3616	3616	60	534	110	704	37757	
BOMMASANDRA K R PURAM (WHITEFIELD)	77660	3222575	12747	15627	9	28383	20	2789	966	3268	7043	0	3189	3189	25	470	61	556	39171	
MYSORE ROAD	11869	1144270	2900	5321	3	8224	1	1080	313	417	1811	0	1415	1415	17	227	37	281	11731	
PATNA	10102	1269542	11496	23036	28	34560	1205	5663	1213	4810	12891	1	6135	6136	78	266	113	457	54044	
BHAGALPUR	1965	122049	2856	7705	7	10568	298	2200	382	1482	4362	0	1940	1940	11	213	48	272	17142	
MUZAFFARPUR	10422	171321	22016	55557	30	77603	2723	11256	2346	13243	29568	4	11900	11904	32	493	197	722	119797	
RANCHI	161071	823453	13708	48661	20	62389	2016	7605	2387	9289	21297	1	6871	6872	43	269	192	504	91062	
JAMSHEDPUR	72966	1212032	17711	21347	10	39068	939	4536	3460	4812	13747	1	4789	4790	85	170	150	405	58010	
CHENNAI	260358	8000414	23389	36609	21	60019	2275	6780	1668	6997	17720	0	4837	4837	132	808	163	1103	83679	
VELLORE	12885	754458	24318	15752	20	40090	2008	8064	2385	6872	19329	4	7868	7872	134	986	256	1376	68667	
AMBATTUR	169738	2906147	13704	14266	15	27985	997	3718	1072	3285	9072	0	3412	3412	81	606	117	804	41273	
TAMBARAM	29969	3276738	12995	14778	6	27779	919	3354	941	3252	8466	4	3092	3096	78	607	118	803	40144	
PONDICHERRY	1419	730003	3814	6416	5	10235	466	1552	418	1796	4232	5	1427	1432	31	152	41	224	16123	
DELHI (NORTH)	315260	8769267	21091	47855	21	68967	3305	9793	2031	6804	21933	39	8766	8805	168	500	328	996	100701	
LAXMI NAGAR	19991	1762153	2531	5980	9	8520	77	1652	311	926	2966	0	1623	1623	24	111	41	176	13285	
DELHI (SOUTH)	424071	6944484	4212	10842	5	15059	10	2775	645	1325	4755	0	2801	2801	37	242	95	374	22989	
DEHRADUN	55930	2085703	4546	16211	12	20769	911	4118	748	3164	8941	2	4559	4561	63	275	148	486	34757	
HALDWANI	14782	1353457	4474	8086	12	12572	524	3413	613	1787	6337	1	4212	4213	45	212	146	403	23525	
AHMEDABAD	100121	5125268	38847	54642	26	93515	3757	13253	3297	15555	35862	7	10484	10491	176	886	450	1512	141380	
SURAT	22044	2448430	9119	18698	17	27834	26	4119	1199	3371	8715	0	3511	3511	57	337	121	515	40575	

Classification of Pensioners as on 31.03.2019																						
Regional Office	Members of Pension Fund		Member Pensioners					Spouse Pensioners					Children Pension			Others Pensioners				Grand Total Col. No. 7,12,15 & 19)		
			Early Pension (50-57 years)	Superannuation Pension (58 years)	Disablment pension	Total (4+5+6)	Death in Service		Death away from Service	Spouse pensioners other than 8, 9 & 10	Total (8+9+10+11)	FPS'71	EPS'95	Total (13+14)	Nominee Pensioners	Parent Pensioners	Orphan Pensioners	Total (16+17+18)				
	FPS'71	EPS'95					8	9											10		11	12
1	2	3	4	5	6	7																
VADODARA	69470	2537234	17732	31785	19	49536	965	6543	1787	6182	15477	1	5334	5335	103	318	182	603	70951			
RAJKOT	60283	2715743	14707	27141	10	41858	1250	5620	1262	6431	14563	3	4708	4711	80	412	177	669	61801			
VAPI	11228	2525534	3585	6279	7	9871	220	1910	671	1236	4037	0	2111	2111	15	217	65	297	16316			
NARODA	41878	457777	13481	12692	4	26177	375	2563	929	3434	7301	2	2611	2613	15	190	124	329	36420			
VATWA	0	379619	4882	5613	3	10498	13	812	339	939	2103	0	1057	1057	20	75	72	167	13825			
BHARUCH	11642	1209014	2843	6637	15	9495	10	1940	514	1119	3583	0	1957	1957	47	176	91	314	15349			
FARIDABAD	14448	4202195	15335	13682	19	29036	686	3990	1341	3420	9437	2	5206	5208	51	271	190	512	44193			
KARNAL	28843	1723809	9025	18471	22	27518	942	5888	1430	4010	12270	1	6266	6267	91	412	234	737	46792			
ROHTAK	15191	881904	6189	9780	21	15990	685	4525	940	2533	8683	0	5000	5000	101	307	193	601	30274			
GURGAON	371057	10399797	3913	7197	15	11125	275	2823	697	1034	4829	2	3573	3575	101	160	95	356	19885			
GOA	10827	1464134	4912	10412	19	15343	494	2418	754	2274	5940	0	2801	2801	131	280	107	518	24602			
GULBARGA	28013	310394	4812	8475	5	13292	850	3607	847	2906	8210	0	4359	4359	41	248	154	443	26304			
HUBLI	53382	844895	20707	24206	32	44945	1802	8052	2123	7521	19498	3	8658	8661	170	713	370	1253	74357			
MANGALORE	13969	789360	64036	15917	46	79999	1114	4862	1372	4977	12325	13	4751	4764	618	347	460	1425	98513			
MYSORE	41990	860137	14351	14264	19	28634	1225	5157	1245	4423	12050	5	4304	4309	123	698	137	958	45951			
BELLARY	20895	392042	4494	5432	4	9930	596	2602	752	2077	6027	2	2829	2831	20	321	109	450	19238			
CHIKAMAGALUR	6917	184141	5364	5706	10	11080	386	1710	507	1460	4063	0	1421	1421	39	287	56	382	16946			
RAICHUR	8064	171417	3047	4798	8	7853	589	2567	509	2051	5716	0	2829	2829	37	160	101	298	16696			
SHIMOGA	9439	247462	9047	9039	18	18104	709	2837	708	3356	7610	1	2331	2332	67	272	84	423	28469			
UDUPPI	5425	239040	10771	5331	16	16118	221	1121	315	952	2609	2	1161	1163	184	179	99	462	20352			
THIRUVANANTHAPURAM																						
(TRIVENDRUM)	2933	588535	10497	24412	61	34970	811	2755	446	3949	7961	21	1736	1757	73	237	116	426	45114			
KOZHIKODE (CALICUT)	7285	482638	23316	24769	100	48185	1162	3430	671	7256	12519	5	2492	2497	144	264	104	512	63713			
KANNUR	0	161629	38142	13441	124	51707	934	1927	577	5436	8874	5	1444	1449	162	176	92	430	62460			
KOCHI (COCHIN)	27880	1673319	30203	48734	114	79051	1644	5557	1064	9385	17650	17	3977	3994	217	484	197	898	101593			
KOTTAYAM	31	255240	17023	17088	35	34146	642	2568	673	3343	7226	6	1758	1764	61	180	106	347	43483			
KOLLAM	3621	234987	19597	51849	256	71702	855	3458	510	6909	11732	27	1584	1611	58	157	130	345	85390			

Classification of Pensioners as on 31.03.2019																						
Regional Office	Members of Pension Fund		Member Pensioners				Spouse Pensioners				Children Pension			Others Pensioners				Grand Total Col. No. 7,12,15 & 19)				
			Early Pension (50-57 years)	Superannuation Pension (58 years)	Disablment pension	Total (4+5+6)	Death in Service		Death away from Service	Spouse pension other than 8, 9 & 10	Total (8+9+10+11)	FPS'71	EPS'95	Total (13+14)	Nominee Pensioners	Parent Pensioners	Orphan Pensioners		Total (16+17+18)			
	FPS'71	EPS'95					8	9												10	11	12
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20			
RAIPUR (CHATTISGARH)	50024	1884014	15769	40657	37	56463	1589	9156	2360	8977	22082	1	7848	7849	49	430	228	707	87101			
INDORE	59573	2168048	25271	15179	18	40468	1355	4988	1468	5692	13503	4	4832	4836	77	286	183	546	59353			
BHOPAL	9533	1249263	6471	14812	9	21292	624	3250	595	2979	7448	0	3130	3130	76	185	115	376	32246			
JABALPUR	24358	643684	12639	19580	26	32245	1112	6575	1491	4904	14082	1	6553	6554	107	404	192	703	53584			
UJJAIN	10	292157	11124	5462	9	16595	692	1752	750	3303	6497	0	1705	1705	30	100	65	195	24992			
GWALIOR	90	547373	11280	6043	11	17334	825	1850	847	2675	6197	5	2216	2221	36	126	90	252	26004			
SAGAR	115	196284	3914	3934	3	7851	276	2551	639	1181	4647	0	2455	2455	28	121	43	192	15145			
AURANGABAD	18574	2059874	18502	23087	51	41640	1115	6674	1356	5761	14906	1	5763	5764	81	196	129	406	62716			
KOLHAPUR	55933	894300	42337	56061	132	98530	3735	14047	3842	16479	38103	14	14316	14330	132	920	618	1670	152633			
NAGPUR	55510	1578920	38665	37795	53	76513	2705	11527	2673	13493	30398	8	10358	10366	113	652	345	1110	118387			
NASIK	71760	1998306	38745	60569	64	99378	2790	13161	2824	12474	31249	5	10418	10423	88	578	343	1009	142059			
PUNE	401661	9549213	32618	50161	33	82812	2101	11207	2653	9737	25698	4	9933	9937	64	774	376	1214	119661			
SOLHAPUR	16084	390459	27627	20713	21	48361	824	5628	1786	5515	13753	0	5808	5808	31	363	371	765	68687			
AKOLA	14851	283511	13978	22530	13	36521	1020	4327	996	5060	11403	0	3168	3168	22	251	94	367	51459			
BANDRA (MUMBAI-I)	1828182	11319091	31841	38174	25	70040	6930	10579	2570	10887	30966	13	6096	6109	191	655	336	1182	108297			
MALAD (KANDIVALI)	153289	6317770	29150	38504	15	67669	36	6116	2154	6022	14328	1	5976	5977	84	666	192	942	88916			
THANE (MUMBAI-II)	317071	4413636	40450	50203	57	90710	40	8565	3277	9933	21815	1	8637	8638	95	768	350	1213	122376			
VASHI	51370	3375119	16519	27930	19	44468	34	5245	1737	4232	11248	1	5631	5632	72	397	188	657	62005			
GUWAHATI	7961	839293	6964	13745	12	20721	673	4637	945	2394	8649	14	4675	4689	100	327	118	545	34604			
AGARTALA	0	102335	691	3981	4	4676	153	1245	163	668	2229	1	714	715	19	26	19	64	7684			
SHILLONG	14826	115265	620	1370	1	1991	101	894	100	316	1411	1	907	908	13	60	57	130	4440			
TINSUKIA	2481	151121	2520	7285	3	9808	376	2146	311	1332	4165	0	1555	1555	42	47	28	117	15645			
BHUBANESWAR	22000	1836351	29597	32017	44	61658	1427	6349	2206	6784	16766	10	7230	7240	91	691	110	892	86556			
ROURKELA	38194	943886	8911	16082	15	25008	760	3477	1554	3188	8979	2	3837	3839	25	205	115	345	38171			
BERHAMPUR	15776	221507	3907	9369	5	13281	856	2683	496	2318	6353	3	2190	2193	27	159	40	226	22053			
KEONJHAR	5203	255542	4136	5270	3	9409	238	1554	525	768	3085	1	1947	1948	16	76	74	166	14608			

Classification of Pensioners as on 31.03.2019

Regional Office	Members of Pension Fund		Member Pensioners				Spouse Pensioners				Children Pension			Others Pensioners				Grand Total Col. No. 7,12,15 & 19)	
			Early Pension (50-57 years)	Superannuation Pension (58 years)	Disablment pension	Total (4+5+6)	Death in Service		Death away from Service	Spouse pension other than 8, 9 & 10	Total (8+9+10+11)	FPS'71	EPS'95	Total (13+14)	Nominee Pensioners	Parent Pensioners	Orphan Pensioners		Total (16+17+18)
	FPS'71	EPS'95					8	9											
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
SHIMLA	38277	1622757	4749	14040	30	18819	965	4724	880	2764	9333	9	4724	4733	38	457	147	642	33527
CHANDIGARH	15429	2623126	8629	17757	17	26403	1119	5070	1022	2976	10187	10	4577	4587	57	291	221	569	41746
AMRITSAR	7241	408683	4969	12298	11	17278	914	3541	550	2422	7427	1	2957	2958	51	171	108	330	27993
BHATINDA	3138	923681	3345	10328	7	13680	510	3554	669	1736	6469	3	2779	2782	56	193	127	376	23307
LUDHIANA	4482	1919899	4116	9585	9	13710	373	3227	703	1411	5714	2	3307	3309	54	230	128	412	23145
JALANDHAR	69323	788581	6141	14019	12	20172	887	4210	702	2952	8751	2	3694	3696	72	274	177	523	33142
JAIPUR	82083	3231429	19807	28114	38	47959	2759	7944	2136	6162	19001	8	8940	8948	118	470	235	823	76731
JODHPUR	33019	696435	6255	9144	15	15414	920	3307	858	1852	6937	0	4069	4069	31	247	114	392	26812
KOTA	36902	491404	8738	8744	8	17490	675	2240	568	2054	5537	0	2318	2318	37	98	76	211	25556
UDAIPUR	45670	1167552	11137	9893	17	21047	950	3579	1249	2390	8168	2	4364	4366	56	163	94	313	33894
COIMBATORE	21871	3948309	55779	27222	31	83032	2346	7121	2783	10640	22890	6	5958	5964	116	797	186	1099	112985
MADURAI	27020	1965076	37770	22052	41	59863	2207	8427	3501	8632	22767	15	9232	9247	505	992	360	1857	93734
SALEM	64383	2430969	20723	18018	14	38755	0	6500	1586	4698	12784	0	4511	4511	87	729	133	949	56999
TIRUNELVELI	41815	971877	72075	18541	29	90645	2479	7079	2960	10731	23249	7	7295	7302	283	589	597	1469	122665
TRICHY	27431	1224159	18922	39349	29	58300	2558	9263	1784	7965	21570	5	7925	7930	175	1034	233	1442	89242
NAGERCOIL	260	230111	5512	9065	6	14583	593	1559	404	2100	4656	0	1199	1199	55	197	73	325	20763
HYDERABAD	549701	7682715	24775	40933	34	65742	2767	11655	2833	8403	25658	5	11122	11127	135	928	340	1403	103930
NIZAMABAD	0	772020	68800	4964	47	73811	452	3777	1625	2934	8788	2	3896	3898	135	352	534	1021	87518
WARANGAL	433	291966	13547	7462	6	21015	525	3695	992	2220	7432	0	3173	3173	30	275	145	450	32070
PATANCHERU	11922	1004653	5167	7032	10	12209	375	2303	691	1732	5101	0	2643	2643	33	178	87	298	20251
KUKATPALLI	26882	1870251	10881	10043	5	20929	641	2933	917	2813	7304	0	2684	2684	26	177	54	257	31174
KARIMNAGAR	564	276791	47307	9855	20	57182	692	4758	1744	3431	10625	1	4673	4674	49	445	478	972	73453
SIDDIPET	0	77309	10144	734	4	10882	38	820	260	344	1462	0	967	967	15	106	137	258	13569
KANPUR	10191	1020632	18842	22993	15	41850	1773	6167	1578	6145	15663	2	7583	7585	191	383	219	793	65891
AGRA	4809	662048	6137	11821	11	17969	651	4154	985	2638	8428	0	5544	5544	83	281	185	549	32490
BAREILLY	10050	517600	4380	8562	9	12951	738	3017	667	2277	6699	2	3941	3943	34	205	137	376	23969

Classification of Pensioners as on 31.03.2019																			
Regional Office	Members of Pension Fund		Member Pensioners				Spouse Pensioners					Children Pension			Others Pensioners				Grand Total Col. No. 7,12,15 & 19)
			Early Pension (50-57 years)	Superannuation Pension (58 years)	Disablment pension	Total (4+5+6)	Death in Service		Death away from Service	Spouse pensioners other than 8, 9 & 10	Total (8+9+10+11)	FPS'71	EPS'95	Total (13+14)	Nominee Pensioners	Parent Pensioners	Orphan Pensioners	Total (16+17+18)	
	Ex	Un- ex	4	5	6	7	FPS'71	EPS'95	10	11	12	13	14	15	16	17	18	19	
1	2	3					8	9											20
GORAKHPUR	4230		27194	37906	19	65119	1995	9075	2017	9740	22827	1	11291	11292	82	276	376	734	99972
LUCKNOW	44046		10990	24893	10	35893	997	4967	883	4193	11040	1	5027	5028	53	232	180	465	52426
MEERUT	45021		20138	26789	28	46955	1165	9315	1973	6069	18522	4	10369	10373	141	632	302	1075	76925
VARANASI	45807		26532	31739	31	58302	1845	7435	2011	9033	20324	1	8583	8584	65	301	242	608	87818
NOIDA	89938		2254	5550	4	7808	65	1435	397	419	2316	0	2054	2054	9	87	55	151	12329
ALLAHABAD	6110		15650	19146	11	34807	1211	4617	1249	4895	11972	3	5586	5589	30	170	186	386	52754
KOLKATA	369741		28491	58011	18	86520	2877	9167	2039	11351	25434	11	5966	5977	134	486	115	735	118666
BARRACKPORE (TITAGARH)	79108		20666	39303	9	59978	1676	7542	1469	10288	20975	3	5174	5177	112	385	170	667	86797
HOWRAH	113870		25335	45764	15	71114	2234	7679	2168	11998	24079	2	5738	5740	160	311	127	598	101531
DARJEELING	224		3174	5984	3	9161	89	1493	298	830	2710	0	590	590	31	88	85	204	12665
DURGAPUR	40564		11618	34608	16	46242	1215	6580	1977	7375	17147	1	4530	4531	78	292	111	481	68401
JALPAIGURI	4688		9176	24806	6	33988	704	12656	3478	2826	19664	6	9164	9170	133	479	692	1304	64126
PORT BLAIR	2		415	1591	0	2006	48	231	40	239	558	0	313	313	4	10	8	22	2899
SILIGURI	200		8076	16598	5	24679	354	5477	933	1568	8332	3	4492	4495	53	234	188	475	37981
PARK STREET	137614		5394	15113	3	20510	44	1748	399	2052	4243	0	1194	1194	58	74	31	163	26110
JANGIPUR	674		9485	15631	7	25123	133	7990	3869	1278	13270	0	11119	11119	65	207	377	649	50161
Total	10452846	217732211	1912469	2410207	2737	4325413	132248	612663	163117	569555	1477583	417	573163	573580	10538	43264	21368	75170	6451746

Appendix-2 (vi)

The details of pensioners benefited from Minimum Pension of Rs.1000/- per month for the year 2018-2019 (as on 31.03.2019)				
Month/ Year	Number of Pensioners Benefitted	Amount paid as per original pension	Amount paid as per Minimum Pension Notification	Difference Amount
		(Rs. In Crores)	(Rs. In Crores)	(Rs. In Crores)
Apr-18	1791065	119.01	195.36	76.35
May-18	1813018	119.98	195.91	75.93
Jun-18	1851424	123.35	202.12	78.77
Jul-18	1881312	124.98	206.13	81.15
Aug-18	1901039	121.85	200.94	79.09
Sep-18	1921095	120.63	198.27	77.64
Oct-18	1936815	123.33	202.27	78.94
Nov-18	1924954	119.08	196.78	76.98
Dec-18	2003143	131.98	216.26	84.28
Jan-19	1580500	105.75	172.97	67.22
Feb-19	1724351	107.83	177.25	69.42
Mar-19	1813213	115.15	189.81	74.66
		1433.64	2354.07	920.43

Appendix-2 (vii)

Summary Results of Valuation (Rs. in Crores)				
Particulars	31.03.2014	31.03.2015	31.03.2016 & 31.03.2017 (Combined Report)	31.03.2019
Active Members	3,49,14,215	3,45,48,189	4,12,37,384	The process of appointment of Actuary for the 22nd and 23rd valuation of Employees' Pension Fund for the year 2017-18 and 2018-19 has been completed and valuation report will be placed before CBT after its receipt from Actuary.
Active Beneficiaries (Pensioners)	46,90,669	51,04,397	56,49,797	
Inactive members Deferred Beneficiaries/ Dormant Accounts	8,28,98,785	9,65,21,305	14,65,04,679	
Present Value of all Benefits (in crores)	3,86,222.54	5,25,315.42	7,37,700.57	
Present Value of future Contributions (in crores)	1,70,704.21	2,91,810.45	4,03,756.28	
Value of Corpus (in crores)	2,07,685.60	2,38,531.84	3,18,412.38	
Net liability	(-) 7,832.74	5,026.87	15,531.91	

Appendix-2 (viii)

List of Pension Disbursing Agencies under EPS-1995 (as on 31.03.2019)		
S.No.	Name of the ROs	BANKS
1	Delhi (North)	PNB, SBI, Indian Bank, United Bank of India, HDFC Bank, ICICI Bank, AXIS Bank
2	Delhi (South)	PNB, SBI, Indian Bank, United Bank of India, HDFC Bank, ICICI Bank, AXIS Bank
3	Dehradun	PNB, SBI
4	Gurgaon	PNB, SBI, HDFC Bank, ICICI Bank, AXIS Bank
5	Faridabad	PNB, SBI, HDFC Bank, ICICI Bank, AXIS Bank
6	Jaipur	PNB, Madhyanchal Gramin Bank, HDFC Bank, ICICI Bank, AXIS Bank, State Bank of Bikaner & Jaipur Bank (SBBJ), Bank of Baroda, Baroda Rajasthan Kshetriya Gramin Bank (BRKGB)
7	Shimla	PNB, SBI, AXIS Bank
8	Ludhiyana	PNB, SBI, HDFC Bank, AXIS Bank
9	Chandigarh	PNB, SBI, HDFC Bank, AXIS Bank, ICICI Bank
10	Bihar	PNB, Bank Of India, HDFC Bank
11	Meerut	PNB, SBI
12	Kanpur	PNB, SBI
13	Hyderabad	SBI, United Bank of India, Andhra Bank, HDFC Bank, AXIS Bank, ICICI Bank
14	Guntur	SBI, Andhra Bank, HDFC Bank, AXIS Bank, ICICI Bank
15	Nizamabad	SBI, Syndicate Bank, Gramin Bank, United Bank of India , Andhra Bank, AXIS Bank
16	Bhubaneswar	Andhra Bank, Bank Of India, UCO Bank, HDFC Bank, AXIS Bank, ICICI Bank
17	Bangalore	SBI, Canara Bank, Syndicate Bank, Corporation Bank, Vijaya Bank, HDFC Bank, AXIS Bank, ICICI Bank, UTI Bank
18	Goa	SBI, Bank Of India, HDFC Bank
19	Gulbarga	SBI, Canara Bank, Syndicate Bank, ICICI Bank, Corporation Bank
20	Mangalore	SBI, Canara Bank, Syndicate Bank, Corporation Bank, Vijaya Bank, AXIS Bank
21	Peenya	SBI, Canara Bank, Syndicate Bank, Corporation Bank, HDFC Bank, AXIS Bank, ICICI Bank
22	Coimbatore	SBI, Indian Bank, Indian Overseas Bank, HDFC Bank, AXIS Bank, ICICI Bank
23	Kerala	PNB, SBI, Indian Bank, Indian Overseas Bank, Canara Bank, Syndicate Bank, Federal Bank, HDFC Bank, AXIS Bank, ICICI Bank, Narmada Malwa Gramin Bank
24	Madurai	SBI, Indian Bank, Indian Overseas Bank, HDFC Bank, AXIS Bank, ICICI Bank
25	Tambram	SBI, Indian Bank, Indian Overseas Bank, HDFC Bank, AXIS Bank, ICICI Bank
26	Chennai	SBI, Indian Bank, Indian Overseas Bank, HDFC Bank, AXIS Bank, ICICI Bank
27	Ranchi	PNB, Bank Of India, United Bank of India, HDFC Bank, AXIS Bank, ICICI Bank
28	Jalpaiguri	SBI, United Bank of India, UCO Bank, Central Bank of India, Uttar banga Kshetriya Gramin Bank (UBKGB)
29	Kolkata	PNB, United Bank of India, HDFC Bank, AXIS Bank, ICICI Bank
30	Guwahati	SBI, HDFC Bank, AXIS Bank, ICICI Bank
31	Raipur	PNB, SBI, HDFC Bank, AXIS Bank, ICICI Bank, Central Bank of India(CBI)
32	Bandra	PNB, SBI, Bank Of India, HDFC Bank, AXIS Bank, ICICI Bank, Bank of Maharashtra (BOM)
33	Thane	PNB, SBI, Bank Of India, HDFC Bank, AXIS Bank, ICICI Bank,
34	Kandivali	PNB, SBI, Bank Of India, HDFC Bank, AXIS Bank, ICICI Bank
35	Pune	PNB, SBI, Bank Of India, HDFC Bank, AXIS Bank, ICICI Bank, Bank of Maharashtra (BOM)
36	Nagpur	PNB, SBI, Bank Of India, HDFC Bank, AXIS Bank, ICICI Bank
37	Ahmedabad	SBI, Dena Bank, HDFC Bank
38	Surat	SBI, Dena Bank, HDFC Bank, AXIS Bank, ICICI Bank
39	Vadodara	SBI, Dena Bank
40	Indore	PNB, SBI, HDFC Bank, AXIS Bank, ICICI Bank

Appendix-3(i)

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
1.	ANDHRA PRADESH (Vijaywada)	Guntur		Ongole Vijayawada		
		Kadapa		Anantapur Kurnool Nellore Tirupathi		
		Rajamundhry		Bhimavaram Elluru Kakinanda		
		Vishakapatnam		Srikakulam Vizianagaram		
2.	TELANGANA (Hyderabad)	Hyderabad - I				
		Hyderabad - II				
		Kukatpalli				
		Patancheru				
		Nizamabad				
			Karimnagar	Nirmal (Adilabad)		
			Siddipet			
			Warangal	Khammam		Nalgonda
3.	BENGALURU (Bengaluru)	Bengaluru –I				
		Bengaluru -II				
		Bommasandra - I				
		Bommasandra – II				
		K R Puram		Kolar		
		Peenya				
		RR Nagar				
			Tumkur			
			Yelahanka			
4.	KARNATAKA (OTHER THAN BENGALURU) & GOA (Hubli)	Goa				Margao
		Hubli		Belagavi Karwar		
		Mangalore				
		Mysore		Madikeri (Kodagu) Mandya		
			Bellary			

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
			Chikamagalur	Hassan		
			Gulbarga	Bijapur Bidar		
			Raichur	Bagalkot		
			Shimoga	Davanagere		
			Uduppi			
5.	BIHAR & JHARKHAND (Patna)	Jamshedpur		West Singhbhum (Chaibasa)		
		Patna		Gaya Rohtas		
		Ranchi		Bokaro Deoghar Dhanbad Giridih Koderma Sahibganj		
			Bhagalpur	Katihar Munger		
			Muzaffarpur	Darbhanga		
6.	CHENNAI & PUDUCHERRY (Chennai)	Ambattur				
		Chennai - I				
		Chennai – II				
		Tambaram				
		Vellore				
			Puducherry			
7.	TAMIL NADU (EXCLUDING CHENNAI) (Coimbatore)	Coimbatore		Coonor Ooty Pollachi Tiruppur		
		Madurai		Dindigul Sivakasi		
		Salem		Erode Krishnagiri		
		Tirunelveli		Thoothukudi		
		Trichy		Cuddalore Karur Kumbakonam Thanjavur		
			Nagercoil			
8.	DELHI & UTTARAKHAND (Delhi)	Dehradun				Haridwar
		Delhi (East)				
		Delhi (West)				
		Delhi (Central)				
		Delhi (North)				
		Delhi (South)				
		Haldwani				
9.	GUJARAT (Ahmedabad)	Ahmedabad		Bhavnagar Mahesana Nadiad		
		Bharuch				
		Naroda		Himmat Nagar		
		Rajkot		Gandhidham		

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
				Jamnagar Junagadh Surendranagar		
		Surat				
		Vadodara				
		Vapi				
			Vatwa			
10.	HARYANA (Faridabad)	Faridabad				
		Gurgaon - I				
		Gurgaon - II				
		Karnal		Ambala Panipat Sonipat Yamunanagar		
		Rohtak		Hissar		
11.	KERALA & LAKSHADWEEP (Thiruvananthapuram)	Calicut		Kalpetta Palakkad		
		Cochin		Alappuzha Thrissur		
		Thiruvananthapuram				
			Kannur			
			Kollam			
			Kottayam	Munnar		
12.	MADHYA PRADESH & CHATTISGARH (Bhopal)	Bhopal		Itarsi		
		Indore		Dhar Khandwa		
		Jabalpur		Chhindwara Satna		
		Raipur		Bilaspur		
			Gwalior			
			Sagar			
			Ujjain	Ratlam		
13.	MUMBAI-1 (Bandra)	Bandra I				
		Bandra II				
		Bandra III				
		Bandra IV				
14.	MUMBAI-2 (Thane)	Kandivali - I				
		Kandivali - II				
		Thane - I				
		Thane - II				
		Vashi				
15.	MAHARASHTRA (excluding Mumbai) (Pune)	Pune - I				
		Pune - II				
		Aurangabad				
		Kolhapur				
		Nagpur		Chandrapur		
		Nasik		Ahmadnagar Jalgaon		
		Solhapur				
			Akola	Amravati		

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
16.	NORTH-EASTERN REGION (Guwahati)	Guwahati		Bongaigaon Cachar (Silchar) Tezpur	Imphal Itanagar Dimapur	
			Agartala	Dharmanagar		
			Shillong		Aizawl	
			Tinsukia	Jorhat		
17.	ODISHA (Bhubaneswar)	Bhubaneswar		Baleshwar (Balasore) Cuttack		
		Rourkela		Sambalpur		
			Berhampur	Rayagada		
			Keonjhar	Barbil		
18.	PUNJAB & HIMACHAL PRADESH (Chandigarh)	Bhatinda		Moga Sangrur		
		Chandigarh		Mandi Gobindgarh Patiala		
		Jalandhar		Hoshiarpur Phagwara		
		Ludhiana				
		Shimla		Kullu Palampur Nahan Baddi		
			Amritsar	Batala		
19.	RAJASTHAN (Jaipur)	Jaipur		Ajmer Alwar Bharatpur Jhunjhunu		
		Jodhpur		Bikaner Pali Sri Ganganagar		
		Udaipur		Bhilwara		
			Kota			
20	UTTAR PRADESH (Kanpur)	Agra		Aligarh		
		Kanpur				
		Lucknow				
		Meerut		Muzaffarnagar Saharanpur		Ghaziabad
		Noida				
		Varanasi				
			Allahabad			
			Bareilly	Moradabad		
21.	WB, A&N Islands & Sikkim (Kolkata)		Gorakhpur			
		Barrackpore				
		Durgapur				
		Howrah		Shrirampur		
		Jalpaiguri		Alipurduar Malbazar		
		Jangipur				
		Kolkata		Midnapore		
		Park Street				

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
		Siliguri			Gangtok	
			Darjeeling			
			Port Blair			
Total	21	100	35	114	05	04

Note : Belagavi (earlier name Belgaum) is erstwhile inspectorate. Belagavi was made Sub-Regional Office which is yet to be opened. Hence, its status kept as District Office.

Gangtok, Imphal, Aizwal and Itanagar were functioning as Service Centres and Dimapur as District Office. These are shown separately as they are Special State Offices.

Appendix-3(ii)

Average Contributing Establishments and Members (2018-19)		
Zone	Contributing Establishments	Contributing Members
Andhra Pradesh (Vijaywada)	20,246	1,190,811
Bengaluru (Bengaluru)	28,243	4,354,155
Bihar & Jharkhand (Patna)	17,573	973,355
Chennai & Puducherry (Chennai)	29,421	3,130,133
Delhi & Uttarkhand (Delhi)	39,350	3,514,428
Gujarat (Ahmedabad)	51,113	3,096,202
Haryana (Faridabad)	27,446	2,462,964
Karnataka (Other Than Bengaluru) & Goa (Hubli)	27,346	1,456,841
Kerala & Lakshadweep (Thiruvananthapuram)	17,904	1,203,943
Madhya Pradesh & Chattisgarh (Bhopal)	31,511	1,607,329
Maharashtra (Excluding Mumbai) (Pune)	51,894	3,399,771
Mumbai I (Bandra)	13,980	3,159,059
Mumbai II (Thane)	35,387	2,938,309
North-Eastern Region (Guwahati)	10,290	413,037
Odisha (Bhubaneswar)	15,156	857,414
Punjab & Himachal Pradesh (Chandigarh)	33,395	1,505,270
Rajasthan (Jaipur)	23,523	1,164,407
Tamil Nadu (Excluding Chennai) (Coimbatore)	38,078	2,330,702
Telangana (Hyderabad)	26,816	2,901,965
Uttar Pradesh (Kanpur)	40,891	2,188,063
West Bengal, A&N Islands & Sikkim (Kolkata)	41,127	3,041,753
All India	620,690	46,889,911

Appendix-3(iii)

All Claims Summary (2018-19)								
Type of Claim	Workload	Rejected	Net Workload	Settled				Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	
PF Final Settlement	7,331,479	1,337,934	5,993,545	1,197,868	3,536,684	5,134,170	627,424	231,951
PF Transfer	2,614,546	567,587	2,046,959	520,786	1,198,690	1,714,815	218,414	113,730
PF Part Withdrawal	5,296,433	1,246,243	4,050,190	1,103,856	2,650,654	3,526,446	300,661	223,083
Pension	515,597	174,650	340,947	21,529	92,125	191,553	132,856	16,538
Pension Withdrawal Benefit	6,129,444	1,445,173	4,684,271	953,735	2,741,251	3,976,477	518,547	189,247
Insurance (EDLI)	59,032	21,305	37,727	13,138	26,790	33,444	3,501	782
All India	21,946,531	4,792,892	17,153,639	3,810,912	10,246,194	14,576,905	1,801,403	775,331

Appendix-3(iv)

All Claims (2018-19)								
Zone	Workload	Rejected	Net Workload	Settled				Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	
Andhra Pradesh (Vijaywada)	476,529	99,069	377,460	67,179	254,186	343,503	18,795	362,298
Bengaluru (Bengaluru)	2,058,410	486,200	1,572,210	120,467	676,540	1,249,469	251,773	1,501,242
Bihar & Jharkhand (Patna)	328,918	51,789	277,129	134,086	235,426	267,513	5,262	272,775
Chennai & Puducherry (Chennai)	1,760,667	421,680	1,338,987	131,411	674,661	1,126,509	153,416	1,279,925
Delhi & Uttarkhand (Delhi)	2,311,448	710,084	1,601,364	479,316	1,149,036	1,432,053	123,023	1,555,076
Gujarat (Ahmedabad)	1,523,568	310,832	1,212,736	504,655	1,013,374	1,143,349	18,422	1,161,771
Haryana (Faridabad)	1,545,499	388,696	1,156,803	143,034	414,489	736,510	335,961	1,072,471
Karnataka (Other Than Bengaluru) & Goa (Hubli)	519,950	111,589	408,361	102,799	327,308	392,902	3,160	396,062
Kerala & Lakshadweep (Thiruvananthapuram)	582,763	118,274	464,489	69,024	296,994	441,256	11,346	452,602
Madhya Pradesh & Chattisgarh (Bhopal)	778,695	171,066	607,629	194,530	421,235	519,401	56,036	575,437
Maharashtra (Excluding Mumbai) (Pune)	1,485,411	265,942	1,219,469	282,158	831,779	1,133,909	40,835	1,174,744
Mumbai I (Bandra)	1,123,173	218,745	904,428	24,253	147,214	467,555	340,345	807,900
Mumbai II (Thane)	1,492,465	335,850	1,156,615	36,555	306,714	826,138	249,462	1,075,600
North-Eastern Region (Guwahati)	115,055	15,240	99,815	18,970	59,427	89,835	6,692	96,527
Odisha (Bhubaneswar)	333,037	38,803	294,234	97,151	247,711	282,225	7,217	289,442
Punjab & Himachal Pradesh (Chandigarh)	846,785	165,149	681,636	290,121	557,423	648,756	13,711	662,467
Rajasthan (Jaipur)	529,853	94,338	435,515	228,686	398,153	422,951	1,674	424,625
Tamil Nadu (Excluding Chennai) (Coimbatore)	1,056,032	212,657	843,375	118,842	527,817	785,908	24,002	809,910
Telangana (Hyderabad)	1,159,937	246,493	913,444	191,768	551,081	814,563	56,380	870,943
Uttar Pradesh (Kanpur)	1,176,082	225,410	950,672	406,297	724,047	877,969	39,709	917,678
West Bengal, A&N Islands & Sikkim (Kolkata)	742,254	104,986	637,268	169,610	431,579	574,631	44,182	618,813
All India	21,946,531	4,792,892	17,153,639	3,810,912	10,246,194	14,576,905	1,801,403	16,378,308
								775,331

Appendix-3(v)

PF Final Settlement Claims (2018-19)								
Zone	Workload	Rejected	Net Workload	Settled			Total	Closing Balance
				within 3 days	within 10 days	within 20 days		
Andhra Pradesh (Vijaywada)	153,663	29,230	124,433	15,948	78,416	114,665	5,781	3,987
Bengaluru (Bengaluru)	653,177	118,177	535,000	35,950	232,512	428,997	85,366	20,637
Bihar & Jharkhand (Patna)	106,276	14,848	91,428	43,238	78,553	88,397	1,372	1,659
Chennai & Puducherry (Chennai)	516,900	119,132	397,768	29,585	182,465	332,252	50,350	15,166
Delhi & Uttarakhand (Delhi)	744,613	204,827	539,786	130,332	373,697	482,271	41,574	15,941
Gujarat (Ahmedabad)	543,875	89,396	454,479	174,150	377,333	431,495	5,739	17,245
Haryana (Faridabad)	566,304	111,790	454,514	49,924	156,744	284,133	143,568	26,813
Karnataka (Other Than Bengaluru) & Goa (Hubli)	197,998	32,756	165,242	40,608	134,757	160,532	598	4,112
Kerala & Lakshadweep (Thiruvananthapuram)	189,912	32,627	157,285	19,511	95,345	150,246	3,533	3,506
Madhya Pradesh & Chattisgarh (Bhopal)	266,449	50,926	215,523	60,566	145,540	182,772	21,091	11,660
Maharashtra (Excluding Mumbai) (Pune)	526,467	73,813	452,654	86,170	301,210	427,509	11,395	13,750
Mumbai I (Bandra)	322,176	55,028	267,148	3,882	33,386	133,457	110,805	22,886
Mumbai II (Thane)	491,841	95,353	396,488	11,239	103,763	284,600	88,608	23,280
North-Eastern Region (Guwahati)	45,396	4,966	40,430	6,134	22,546	36,420	2,752	1,258
Odisha (Bhubaneswar)	108,079	10,273	97,806	25,136	80,860	95,289	962	1,555
Punjab & Himachal Pradesh (Chandigarh)	307,258	45,973	261,285	104,083	214,027	250,806	3,793	6,686
Rajasthan (Jaipur)	188,770	26,247	162,523	76,041	146,643	157,976	269	4,278
Tamil Nadu (Excluding Chennai) (Coimbatore)	388,032	62,880	325,152	38,875	195,789	307,609	6,675	10,868
Telangana (Hyderabad)	352,171	65,016	287,155	54,541	171,292	261,450	15,082	10,623
Uttar Pradesh (Kanpur)	395,397	65,114	330,283	128,745	247,146	305,988	14,661	9,634
West Bengal, A&N Islands & Sikkim (Kolkata)	266,725	29,562	237,163	63,210	164,660	217,306	13,450	6,407
All India	7,331,479	1,337,934	5,993,545	1,197,868	3,536,684	5,134,170	627,424	231,951

Appendix-3(vi)

PF Transfer Claims (2018-19)							
Zone	Workload	Rejected	Net Workload	Settled			Closing Balance
				within 3 days	within 10 days	within 20 days	
						in more than 20 days	Total
Andhra Pradesh (Vijaywada)	53,631	10,347	43,284	11,766	31,325	40,036	41,471
Bengaluru (Bengaluru)	333,721	85,318	248,403	30,861	119,334	207,070	239,217
Bihar & Jharkhand (Patna)	26,195	4,853	21,342	10,161	17,394	20,411	20,638
Chennai & Puducherry (Chennai)	212,952	48,257	164,695	27,774	92,780	140,457	156,732
Delhi & Uttarakhand (Delhi)	257,547	71,676	185,871	69,641	131,090	158,813	178,445
Gujarat (Ahmedabad)	170,618	32,950	137,668	71,653	118,595	130,346	131,745
Haryana (Faridabad)	199,662	41,091	158,571	28,653	72,887	116,850	145,587
Karnataka (Other Than Bengaluru) & Goa (Hubli)	41,806	12,456	29,350	8,805	22,760	27,957	28,166
Kerala & Lakshadweep (Thiruvananthapuram)	47,508	11,041	36,467	7,082	25,032	34,384	35,123
Madhya Pradesh & Chattisgarh (Bhopal)	68,799	15,939	52,860	17,606	32,755	41,222	47,746
Maharashtra (Excluding Mumbai) (Pune)	153,364	27,919	125,445	32,184	84,817	116,302	119,777
Mumbai I (Bandra)	210,609	43,290	167,319	6,343	28,994	85,841	147,389
Mumbai II (Thane)	216,245	41,791	174,454	6,342	47,853	129,518	161,489
North-Eastern Region (Guwahati)	4,875	995	3,880	685	2,063	3,368	3,642
Odisha (Bhubaneswar)	25,988	4,412	21,576	6,643	17,398	20,577	20,906
Punjab & Himachal Pradesh (Chandigarh)	102,453	21,508	80,945	39,612	66,843	76,855	78,414
Rajasthan (Jaipur)	56,315	9,430	46,885	28,273	43,219	45,433	45,751
Tamil Nadu (Excluding Chennai) (Coimbatore)	81,023	16,484	64,539	13,616	43,434	60,688	61,397
Telangana (Hyderabad)	148,576	29,701	118,875	29,116	74,544	109,561	112,840
Uttar Pradesh (Kanpur)	135,768	26,644	109,124	60,132	91,566	102,144	104,751
West Bengal, A&N Islands & Sikkim (Kolkata)	66,891	11,485	55,406	13,838	34,007	46,982	52,003
All India	2,614,546	567,587	2,046,959	520,786	1,198,690	1,714,815	1,933,229
						218,414	113,730

Appendix-3(vii)

PF Part Withdrawal Claims (2018-19)							
Zone	Workload	Rejected	Net Workload	Settled			Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days
Andhra Pradesh (Vijaywada)	120,828	21,603	99,225	25,379	77,740	92,333	1,309
Bengaluru (Bengaluru)	450,110	135,275	314,835	19,307	117,315	237,252	54,755
Bihar & Jharkhand (Patna)	98,201	14,000	84,201	42,789	72,121	81,973	1,015
Chennai & Puducherry (Chennai)	571,296	123,706	447,590	50,155	255,423	392,568	31,902
Delhi & Uttarakhand (Delhi)	649,776	207,696	442,080	177,970	358,508	417,972	14,572
Gujarat (Ahmedabad)	325,376	83,448	241,928	113,432	210,265	227,103	1,797
Haryana (Faridabad)	311,345	104,110	207,235	25,455	66,020	125,839	60,066
Karnataka (Other Than Bengaluru) & Goa (Hubli)	80,100	18,672	61,428	18,340	51,908	57,923	101
Kerala & Lakshadweep (Thiruvananthapuram)	164,797	23,357	141,440	28,645	105,476	137,047	767
Madhya Pradesh & Chattisgarh (Bhopal)	200,273	41,703	158,570	67,982	127,437	145,766	7,624
Maharashtra (Excluding Mumbai) (Pune)	334,276	68,473	265,803	89,878	207,036	249,692	2,593
Mumbai I (Bandra)	250,064	44,899	205,165	10,847	55,933	120,982	54,271
Mumbai II (Thane)	353,061	88,600	264,461	10,459	76,088	189,264	50,541
North-Eastern Region (Guwahati)	25,199	2,410	22,789	7,182	16,252	21,459	770
Odisha (Bhubaneswar)	91,422	9,575	81,847	41,215	76,289	80,410	164
Punjab & Himachal Pradesh (Chandigarh)	168,713	42,749	125,964	58,555	105,532	120,925	1,147
Rajasthan (Jaipur)	114,774	24,028	90,746	59,391	87,058	88,717	37
Tamil Nadu (Excluding Chennai) (Coimbatore)	217,604	41,932	175,672	36,807	132,752	165,873	978
Telangana (Hyderabad)	323,767	71,622	252,145	63,750	169,049	229,679	6,144
Uttar Pradesh (Kanpur)	304,291	55,305	248,986	120,822	197,974	233,272	5,040
West Bengal, A&N Islands & Sikkim (Kolkata)	141,160	23,080	118,080	35,496	84,478	110,397	5,068
All India	5,296,433	1,246,243	4,050,190	1,103,856	2,650,654	3,526,446	300,661
							3,827,107
							223,083

Appendix-3(viii)

Pension Claims (2018-19)								
Zone	Workload	Rejected	Net Workload	Settled				Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	
Andhra Pradesh (Vijaywada)	14,749	6,374	8,375	69	763	3,032	4,898	7,930
Bengaluru (Bengaluru)	17,705	8,129	9,576	137	1,248	3,687	5,333	9,020
Bihar & Jharkhand (Patna)	11,770	2,354	9,416	1,855	5,801	8,209	1,129	9,338
Chennai & Puducherry (Chennai)	24,665	9,572	15,093	44	845	3,568	10,880	14,448
Delhi & Uttarkhand (Delhi)	32,860	13,495	19,365	711	4,386	8,622	10,287	18,909
Gujarat (Ahmedabad)	25,719	6,665	19,054	2,634	8,899	14,642	4,001	18,643
Haryana (Faridabad)	10,619	2,832	7,787	346	2,112	4,099	3,069	7,168
Karnataka (Other Than Bengaluru) & Goa (Hubli)	28,417	10,687	17,730	1,366	8,903	16,044	1,360	17,404
Kerala & Lakshadweep (Thiruvananthapuram)	31,175	13,731	17,444	336	3,727	13,488	3,143	16,631
Madhya Pradesh & Chattisgarh (Bhopal)	19,649	6,782	12,867	1,408	5,175	8,778	3,420	12,198
Maharashtra (Excluding Mumbai) (Pune)	43,575	14,718	28,857	844	4,276	13,848	13,648	27,496
Mumbai I (Bandra)	27,147	7,121	20,026	55	1,021	4,852	11,938	16,790
Mumbai II (Thane)	22,073	10,916	11,157	59	590	3,000	6,361	9,361
North-Eastern Region (Guwahati)	4,150	1,153	2,997	60	515	1,323	1,482	2,805
Odisha (Bhubaneswar)	12,649	3,157	9,492	317	2,682	4,561	4,818	9,379
Punjab & Himachal Pradesh (Chandigarh)	14,460	4,515	9,945	587	3,210	6,122	3,233	9,355
Rajasthan (Jaipur)	11,309	3,396	7,913	1,356	4,320	7,009	759	7,768
Tamil Nadu (Excluding Chennai) (Coimbatore)	41,093	17,809	23,284	185	2,633	12,469	9,413	21,882
Telangana (Hyderabad)	43,427	13,376	30,051	996	5,190	11,486	17,416	28,902
Uttar Pradesh (Kanpur)	28,956	8,432	20,524	1,461	6,567	13,026	6,852	19,878
West Bengal, A&N Islands & Sikkim (Kolkata)	49,430	9,436	39,994	6,703	19,262	29,688	9,416	39,104
All India	515,597	174,650	340,947	21,529	92,125	191,553	132,856	324,409
								16,538

Appendix-3(ix)

Pension Withdrawal Benefit Claims (2018-19)								
Zone	Workload	Rejected	Net Workload	Settled			Total	Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	
Andhra Pradesh (Vijaywada)	130,801	30,406	100,395	13,553	64,643	91,778	5,305	3,312
Bengaluru (Bengaluru)	600,930	138,238	462,692	34,023	205,332	371,170	73,812	17,710
Bihar & Jharkhand (Patna)	85,347	15,464	69,883	35,563	60,818	67,681	1,504	698
Chennai & Puducherry (Chennai)	431,377	119,477	311,900	23,611	142,323	256,346	43,406	12,148
Delhi & Uttarakhand (Delhi)	621,934	209,894	412,040	100,369	280,356	362,757	36,427	12,856
Gujarat (Ahmedabad)	455,258	97,825	357,433	141,369	296,239	337,630	5,453	14,350
Haryana (Faridabad)	455,615	128,255	327,360	38,413	115,986	204,498	100,307	22,555
Karnataka (Other Than Bengaluru) & Goa (Hubli)	168,868	35,875	132,993	32,879	107,481	128,862	884	3,247
Kerala & Lakshadweep (Thiruvananthapuram)	146,943	36,386	110,557	12,950	66,382	104,827	3,145	2,585
Madhya Pradesh & Chattisgarh (Bhopal)	221,005	54,980	166,025	45,904	108,732	139,125	17,347	9,553
Maharashtra (Excluding Mumbai) (Pune)	423,766	80,144	343,622	71,637	231,791	323,614	9,631	10,377
Mumbai I (Bandra)	311,177	68,112	243,065	3,068	27,266	121,247	101,398	20,420
Mumbai II (Thane)	407,052	98,504	308,548	8,288	77,721	218,594	71,689	18,265
North-Eastern Region (Guwahati)	34,771	5,509	29,262	4,718	17,661	26,834	1,394	1,034
Odisha (Bhubaneswar)	93,422	10,903	82,519	23,550	69,720	80,442	903	1,174
Punjab & Himachal Pradesh (Chandigarh)	251,505	49,801	201,704	86,504	166,382	192,359	3,904	5,441
Rajasthan (Jaipur)	157,241	30,659	126,582	63,217	116,163	122,982	272	3,328
Tamil Nadu (Excluding Chennai) (Coimbatore)	323,688	71,243	252,445	28,642	151,410	237,077	6,195	9,173
Telangana (Hyderabad)	287,639	64,530	223,109	42,741	129,694	200,623	14,193	8,293
Uttar Pradesh (Kanpur)	307,686	68,648	239,038	94,318	179,044	221,183	10,242	7,613
West Bengal, A&N Islands & Sikkim (Kolkata)	213,419	30,320	183,099	48,418	126,107	166,848	11,136	5,115
All India	6,129,444	1,445,173	4,684,271	953,735	2,741,251	3,976,477	518,547	189,247

Appendix-3(x)

Insurance (EDLI) Claims (2018-19)							
Zone	Workload	Rejected	Net Workload	Settled			Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days
Andhra Pradesh (Vijaywada)	2,857	1,109	1,748	464	1,299	1,659	67
Bengaluru (Bengaluru)	2,767	1,063	1,704	189	799	1,293	360
Bihar & Jharkhand (Patna)	1,129	270	859	480	739	842	15
Chennai & Puducherry (Chennai)	3,477	1,536	1,941	242	825	1,318	603
Delhi & Uttarakhand (Delhi)	4,718	2,496	2,222	293	999	1,618	531
Gujarat (Ahmedabad)	2,722	548	2,174	1,417	2,043	2,133	33
Haryana (Faridabad)	1,954	618	1,336	243	740	1,091	214
Karnataka (Other Than Bengaluru) & Goa (Hubli)	2,761	1,143	1,618	801	1,499	1,584	8
Kerala & Lakshadweep (Thiruvananthapuram)	2,428	1,132	1,296	500	1,032	1,264	19
Madhya Pradesh & Chattisgarh (Bhopal)	2,520	736	1,784	1,064	1,596	1,738	30
Maharashtra (Excluding Mumbai) (Pune)	3,963	875	3,088	1,445	2,649	2,944	93
Mumbai I (Bandra)	2,000	295	1,705	58	614	1,176	385
Mumbai II (Thane)	2,193	686	1,507	168	699	1,162	292
North-Eastern Region (Guwahati)	664	207	457	191	390	431	20
Odisha (Bhubaneswar)	1,477	483	994	290	762	946	41
Punjab & Himachal Pradesh (Chandigarh)	2,396	603	1,793	780	1,429	1,689	75
Rajasthan (Jaipur)	1,444	578	866	408	750	834	19
Tamil Nadu (Excluding Chennai) (Coimbatore)	4,592	2,309	2,283	717	1,799	2,192	32
Telangana (Hyderabad)	4,357	2,248	2,109	624	1,312	1,764	266
Uttar Pradesh (Kanpur)	3,984	1,267	2,717	819	1,750	2,356	307
West Bengal, A&N Islands & Sikkim (Kolkata)	4,629	1,103	3,526	1,945	3,065	3,410	91
All India	59,032	21,305	37,727	13,138	26,790	33,444	3,501
							782

Appendix-3(xi)

Annual Accounts (Unexempted) Updation													
Zone	Accounts updated	Active Member Accounts	Active Member Accounts with Balance <=0	Settled Member Accounts	Settled Member Accounts with Balance <=0	Inoperative Member Accounts	Inoperative Member Accounts with Balance <=0	Member Accounts with Balance <=0	Member Accounts with Balance 1-100	Member Accounts with Balance 101-500	Member Accounts with Balance 501-1000	Member Accounts with Balance >1000	Member Accounts Pending for Update
Andhra Pradesh (Vijaywada)	4,182,429	3,920,632	11,708	247,196	164,952	14,601	359	177,173	168,201	507,763	429,705	2,899,587	99,143
Bengaluru (Bengaluru)	18,514,626	17,478,190	45,720	1,010,438	626,024	25,998	259	672,262	628,717	2,133,655	2,106,248	12,973,744	194,046
Bihar & Jharkhand (Patna)	3,349,972	3,165,869	8,658	162,339	94,223	21,764	481	103,362	148,190	406,511	339,017	2,352,892	80,273
Chennai & Puducherry (Chennai)	14,890,425	14,181,204	18,889	665,832	455,176	43,389	335	474,400	647,298	1,859,617	1,676,898	10,232,212	112,299
Delhi & Uttarkhand (Delhi)	19,117,072	18,264,016	44,429	821,028	555,865	32,028	389	600,704	803,413	2,261,651	2,185,952	13,265,352	597,039
Gujarat (Ahmedabad)	15,815,390	15,104,007	33,090	678,061	457,783	33,322	635	491,673	666,937	2,044,844	1,886,087	10,725,849	203,939
Haryana (Faridabad)	14,785,090	13,973,735	74,485	791,307	522,778	20,048	244	597,540	1,085,063	2,127,088	1,853,100	9,122,299	890,387
Karnataka (Other Than Bengaluru) & Goa (Hubli)	5,502,907	5,168,666	16,629	310,792	200,151	23,449	204	216,984	351,544	757,316	645,044	3,532,019	37,666
Kerala & Lakshadweep (Thiruvananthapuram)	3,376,889	3,117,103	13,567	226,667	157,737	33,119	528	171,832	126,815	278,925	246,224	2,553,093	80,745
Madhya Pradesh & Chattisgarh (Bhopal)	6,482,192	6,114,022	23,228	345,698	231,161	22,472	360	254,749	334,251	809,451	677,992	4,405,749	213,002
Maharashtra (Excluding Mumbai) (Pune)	15,732,626	14,825,637	49,104	852,113	545,101	54,876	906	595,457	929,160	2,288,684	1,884,402	10,034,923	345,276
Mumbai I (Bandra)	10,360,638	9,882,406	35,037	462,175	341,066	16,057	317	376,420	226,667	910,498	1,084,987	7,762,066	535,785
Mumbai II (Thane)	12,496,482	11,794,785	96,286	677,958	430,094	23,739	461	526,841	424,947	1,313,478	1,289,011	8,942,205	1,144,455
North-Eastern Region (Guwahati)	1,070,886	1,000,659	6,608	63,838	34,992	6,389	83	41,683	45,444	131,524	90,820	761,415	43,235
Odisha (Bhubaneswar)	3,177,513	3,000,408	8,012	160,283	96,688	16,822	232	104,932	117,630	441,513	352,273	2,161,165	49,445
Punjab & Himachal Pradesh (Chandigarh)	8,090,608	7,624,265	14,872	443,069	293,171	23,274	498	308,651	451,412	1,021,326	946,109	5,363,110	124,293
Rajasthan (Jaipur)	5,375,618	5,133,205	25,438	231,391	165,690	11,022	330	191,484	286,216	782,321	677,391	3,438,206	24,660
Tamil Nadu (Excluding Chennai) (Coimbatore)	10,626,276	10,068,032	21,716	510,094	366,540	48,150	479	388,735	690,153	1,583,470	1,216,859	6,747,059	178,391
Telangana (Hyderabad)	11,386,177	10,791,556	21,123	567,238	343,692	27,383	390	365,206	407,390	1,270,271	1,194,775	8,148,535	78,185
Uttar Pradesh (Kanpur)	9,159,294	8,599,999	28,501	532,094	334,570	27,201	809	364,175	430,420	1,142,795	1,003,553	6,218,351	355,301
West Bengal, A&N Islands & Sikkim (Kolkata)	8,616,950	8,100,041	28,710	463,447	259,127	53,462	1,216	289,069	337,217	1,102,972	922,355	5,965,337	363,441
All India	202,110,060	191,308,437	625,810	10,223,058	6,676,581	578,565	9,515	7,313,332	9,307,085	25,175,673	22,708,802	137,605,168	5,751,006

Appendix-3(xii)

SUMMARY OF STATISTICAL ABSTRACT (2018-19)			
A. SERVICE AREA			
ALL CLAIMS			
			(In Lac.)
PROVIDENT FUND CLAIMS	FINAL SETTLEMENT	NET WORKLOAD	59.94
		CLAIMS SETTLED	57.62
		CLAIMS PENDING	2.32
	PARTIAL WITHDRAWAL	NET WORKLOAD	40.50
		CLAIMS SETTLED	38.27
		CLAIMS PENDING	2.23
	TRANSFER CASES	NET WORKLOAD	20.47
		CLAIMS SETTLED	19.33
		CLAIMS PENDING	1.14
	TOTAL	NET WORKLOAD	120.91
		CLAIMS SETTLED	115.22
		CLAIMS PENDING	5.69
PENSION CLAIMS	MONTHLY PENSION	NET WORKLOAD	3.41
		CLAIMS SETTLED	3.24
		CLAIMS PENDING	0.17
	OTHER THAN MONTHLY PENSION	NET WORKLOAD	46.84
		CLAIMS SETTLED	44.95
		CLAIMS PENDING	1.89
	TOTAL	NET WORKLOAD	50.25
		CLAIMS SETTLED	48.19
		CLAIMS PENDING	2.06
INSURANCE CLAIMS		NET WORKLOAD	0.38
		CLAIMS SETTLED	0.37
		CLAIMS PENDING	0.01
GRAND TOTAL		NET WORKLOAD	171.54
		CLAIMS SETTLED	163.78
		CLAIMS PENDING	7.76

ANNUAL STATEMENT OF ACCOUNTS (In lac)		
YEAR	UPDATED DURING THE YEAR	PENDING AT THE END OF YEAR
2018-19	2021.10	57.51

DISPOSAL OF PUBLIC GRIEVANCES	
PARTICULARS	2018-19
Opening Balance	3,272
Received during the year	6,45,040
Total Grievances	6,48,312
Disposed off during the year	6,43,097
Balance at the end of year	5,215
Percentage of disposal	99.19

ESTABLISHMENTS AND MEMBERS				
YEAR	ESTABLISHMENTS	MEMBERS (In lac)	YEAR ON YEAR GROWTH (%)	
			ESTABLISHMENTS	MEMBERS
2018-19	12,34,282	2291.94	9.07	8.72

B. REVENUE STATEMENTS

CONTRIBUTION COLLECTED (During the year)

SCHEME	2018-19 (Rs. in cr.)
Provident Fund	
Exempted	14,304.79
Unexempted	1,05,804.25
Total	1,20,109.04
Pension Fund	
Employee's / Employer's Share	40,259.74
Government's Share	6,401.90
Total	46,661.64
Insurance Fund	
Employer's Share	1,942.56
Total	1,942.56
Grand Total	1,68,713.24

PAYMENTS MADE (UNEXEMPTED) (During the year) (Rs. in cr.)	2018-19
Provident Fund	61,558.83
Pension Fund	18,843.75
Insurance Fund	777.69
Total	81,180.27

ADMINISTRATION ACCOUNT (EPF SCHEME)			(Rs. in cr.)
YEAR	INCOME	EXPENDITURE	BALANCE
2018-19	5,326.59	3,541.16	1,785.43

C. COMPLIANCE ACTION

ASSESSMENTS DURING THE YEAR			
PARTICULARS	2018-19		
	UNDER SECTION 7A	UNDER SECTION 14B	Total
Workload	33042	129551	162593
Disposed	14305	97122	111427
Pending	18737	32429	51166

ARREARS TO BE RECOVERED (Rs. in Cr.)				
TYPE OF DUES		2018-19		
		Workload	Realised	Closing Balance
a.	Provident Fund	6116.84	1529.06	4587.78
b.	EPF Admn. & Inspection Charges	468.51	93.09	375.42
c.	Pension Fund	3050.73	730.67	2320.06
d.	Insurance Fund	284.02	61.17	222.85
e.	EDLI Admn. & Inspection Charges	10.33	2.95	7.38
f.	TOTAL (a to e)	9930.43	2416.94	7513.48
g.	Penal Damages and Interest	3940.45	853.93	3086.52
h.	Exempted Sector	2465.27	1056.50	1408.77
GRAND TOTAL (f & h)		12395.70	3473.44	8922.25

D. MANPOWER

GROUP	STATUS	2018-19
GROUP A	SANCTIONED	1466
	IN-POSITION	934
	SHORTFALL	532
GROUP B	SANCTIONED	7698
	IN-POSITION	3610
	SHORTFALL	4088
GROUP C (including erstwhile Group D)	SANCTIONED	14913
	IN-POSITION	10796
	SHORTFALL	4117
TOTAL	SANCTIONED	24077
	IN-POSITION	15340
	SHORTFALL	8737

Appendix-4 (i)

Assessed Arrears under EPF Scheme in Unexempted Sector as on 31.03.2019 (Rs. in cr.)									
Zone	Workload			Collection made			Closing Balance		
	EPF Dues	EPF Admin. & Insp. Charges	Total	EPF Dues	EPF Admin. & Insp. Charges	Total	EPF Dues	EPF Admin. & Insp. Charges	Total
Andhra Pradesh (Vijaywada)	128.94	9.63	138.57	29.04	1.88	30.92	99.90	7.75	107.65
Bengaluru (Bengaluru)	439.69	33.20	472.89	133.72	8.87	142.60	305.97	24.32	330.29
Bihar & Jharkhand (Patna)	130.64	9.58	140.22	49.85	2.58	52.42	80.80	7.00	87.80
Chennai & Puducherry (Chennai)	452.48	27.59	480.07	142.31	7.58	149.89	310.17	20.01	330.18
Delhi & Uttarakhand (Delhi)	639.20	35.95	675.15	90.30	5.14	95.44	548.90	30.81	579.71
Gujarat (Ahmedabad)	136.00	11.43	147.42	48.29	3.21	51.50	87.70	8.22	95.92
Haryana (Faridabad)	141.93	12.61	154.53	39.93	2.89	42.82	101.99	9.71	111.71
Karnataka (Other Than Bengaluru) & Goa (Hubli)	159.90	11.09	170.99	61.13	3.98	65.11	98.77	7.11	105.88
Kerala & Lakshadweep (Thiruvananthapuram)	363.80	24.81	388.61	83.21	4.28	87.49	280.59	20.53	301.12
Madhya Pradesh & Chattisgarh (Bhopal)	329.29	23.02	352.31	115.76	6.74	122.50	213.53	16.28	229.81
Maharashtra (Excluding Mumbai) (Pune)	667.14	31.77	698.91	74.35	5.03	79.38	592.79	26.74	619.53
Mumbai I (Bandra)	200.41	70.49	270.90	38.88	2.49	41.38	161.53	68.00	229.52
Mumbai II (Thane)	187.76	13.74	201.51	60.98	4.67	65.65	126.79	9.07	135.86
North-Eastern Region (Guwahati)	48.99	3.01	52.00	18.74	0.95	19.69	30.25	2.06	32.31
Odisha (Bhubaneswar)	464.66	32.64	497.30	39.02	1.97	40.99	425.64	30.67	456.31
Punjab & Himachal Pradesh (Chandigarh)	160.15	12.41	172.55	56.80	3.59	60.39	103.35	8.81	112.16
Rajasthan (Jaipur)	66.37	5.42	71.79	24.04	1.58	25.62	42.33	3.85	46.17
Tamil Nadu (Excluding Chennai) (Coimbatore)	273.53	20.49	294.02	76.46	5.02	81.48	197.07	15.47	212.54
Telangana (Hyderabad)	503.57	39.36	542.93	230.97	14.31	245.29	272.60	25.05	297.65
Uttar Pradesh (Kanpur)	262.95	17.06	280.01	54.37	2.40	56.77	208.58	14.66	223.24
West Bengal, A&N Islands & Sikkim (Kolkata)	359.44	23.21	382.66	60.90	3.93	64.83	298.54	19.28	317.83
All India	6116.84	468.51	6585.35	1529.06	93.09	1622.16	4587.78	375.42	4963.19

Appendix -4(ii)

Assessed Arrears under EPS 95 in Unexempted Sector as on 31.03.2019 (Rs. in cr.)			
Zone	Workload	Collection made	Closing Balance
Andhra Pradesh (Vijaywada)	84.19	17.83	66.36
Bengaluru (Bengaluru)	229.02	64.77	164.25
Bihar & Jharkhand (Patna)	83.34	17.93	65.40
Chennai & Puducherry (Chennai)	213.00	65.19	147.81
Delhi & Uttarakhand (Delhi)	318.67	45.05	273.62
Gujarat (Ahmedabad)	80.99	24.86	56.13
Haryana (Faridabad)	78.51	20.55	57.96
Karnataka (Other Than Bengaluru) & Goa (Hubli)	79.53	30.59	48.94
Kerala & Lakshadweep (Thiruvananthapuram)	188.36	39.16	149.20
Madhya Pradesh & Chattisgarh (Bhopal)	185.27	55.07	130.20
Maharashtra (Excluding Mumbai) (Pune)	235.96	36.63	199.33
Mumbai I (Bandra)	68.96	17.97	50.99
Mumbai II (Thane)	99.30	38.10	61.20
North-Eastern Region (Guwahati)	24.09	7.52	16.57
Odisha (Bhubaneswar)	252.92	21.69	231.22
Punjab & Himachal Pradesh (Chandigarh)	83.63	28.52	55.10
Rajasthan (Jaipur)	32.78	11.08	21.70
Tamil Nadu (Excluding Chennai) (Coimbatore)	154.55	39.14	115.41
Telangana (Hyderabad)	226.63	95.84	130.79
Uttar Pradesh (Kanpur)	141.99	24.55	117.45
West Bengal, A&N Islands & Sikkim (Kolkata)	189.05	28.62	160.43
All India	3050.73	730.67	2320.06

Appendix-4(iii)

Assessed Arrears under EDLI Scheme in Unexempted Sector as on 31.03.2019 (Rs. in Cr.)									
Zone	Workload			Collection made			Closing Balance		
	EDLI Dues	EDLI Admin. & Insp. Charges	Total	EDLI Dues	EDLI Admin. & Insp. Charges	Total	EDLI Dues	EDLI Admin. & Insp. Charges	Total
Andhra Pradesh (Vijaywada)	5.02	0.29	5.31	1.70	0.11	1.81	3.32	0.18	3.50
Bengaluru (Bengaluru)	18.87	0.46	19.33	7.42	0.27	7.68	11.45	0.20	11.65
Bihar & Jharkhand (Patna)	6.03	0.35	6.38	1.39	0.07	1.46	4.64	0.28	4.92
Chennai & Puducherry (Chennai)	28.28	1.37	29.65	4.23	0.21	4.44	24.05	1.16	25.21
Delhi & Uttarakhand (Delhi)	26.34	0.63	26.97	3.35	0.12	3.46	22.99	0.52	23.51
Gujarat (Ahmedabad)	5.96	0.28	6.24	2.14	0.12	2.26	3.82	0.17	3.98
Haryana (Faridabad)	8.69	0.42	9.11	2.15	0.07	2.23	6.54	0.35	6.89
Karnataka (Other Than Bengaluru) & Goa (Hubli)	5.41	0.44	5.85	2.00	0.25	2.25	3.41	0.19	3.60
Kerala & Lakshadweep (Thiruvananthapuram)	11.53	0.51	12.04	2.33	0.13	2.46	9.20	0.38	9.58
Madhya Pradesh & Chattisgarh (Bhopal)	12.21	0.46	12.67	3.20	0.17	3.37	9.01	0.29	9.30
Maharashtra (Excluding Mumbai) (Pune)	29.24	0.96	30.20	8.22	0.25	8.46	21.03	0.71	21.74
Mumbai I (Bandra)	25.67	0.13	25.80	1.94	0.03	1.98	23.73	0.10	23.83
Mumbai II (Thane)	7.34	0.17	7.51	2.29	0.07	2.36	5.05	0.10	5.15
North-Eastern Region (Guwahati)	1.54	0.07	1.60	0.46	0.02	0.48	1.08	0.04	1.12
Odisha (Bhubaneswar)	15.97	0.31	16.28	1.37	0.03	1.40	14.60	0.28	14.88
Punjab & Himachal Pradesh (Chandigarh)	12.52	0.57	13.09	2.90	0.27	3.17	9.62	0.30	9.92
Rajasthan (Jaipur)	1.88	0.32	2.19	0.63	0.13	0.76	1.24	0.19	1.43
Tamil Nadu (Excluding Chennai) (Coimbatore)	10.98	0.60	11.58	2.92	0.25	3.17	8.06	0.35	8.41
Telangana (Hyderabad)	23.16	0.58	23.75	4.28	0.19	4.47	18.89	0.40	19.28
Uttar Pradesh (Kanpur)	13.61	0.73	14.34	4.52	0.08	4.61	9.09	0.65	9.74
West Bengal, A&N Islands & Sikkim (Kolkata)	13.78	0.67	14.45	1.74	0.12	1.86	12.04	0.55	12.59
All India	284.02	10.33	294.35	61.17	2.95	64.12	222.85	7.38	230.23

Appendix – 4(iv)

Breakup of Arrears in Public, Private and Cooperative Sector (Unexempted) as on 31.03.2019 (All Three Scheme)				
Zone	Public Sector	Private Sector	Cooperative Sector	Total Demand
Andhra Pradesh (Vijaywada)	27.06	149.11	1.34	177.50
Bengaluru (Bengaluru)	151.15	354.84	0.20	506.20
Bihar & Jharkhand (Patna)	17.62	139.64	0.86	158.12
Chennai & Puducherry (Chennai)	66.82	416.38	20.01	503.21
Delhi & Uttarakhand (Delhi)	113.21	763.63	0.00	876.84
Gujarat (Ahmedabad)	8.21	147.62	0.21	156.04
Haryana (Faridabad)	0.09	174.38	2.08	176.56
Karnataka (Other Than Bengaluru) & Goa (Hubli)	22.04	110.79	25.59	158.42
Kerala & Lakshadweep (Thiruvananthapuram)	70.42	350.70	38.78	459.90
Madhya Pradesh & Chattisgarh (Bhopal)	169.40	199.24	0.67	369.31
Maharashtra (Excluding Mumbai) (Pune)	36.07	662.00	142.53	840.60
Mumbai I (Bandra)	121.04	183.30	0.00	304.34
Mumbai II (Thane)	0.00	202.21	0.00	202.21
North-Eastern Region (Guwahati)	21.88	27.26	0.86	50.00
Odisha (Bhubaneswar)	583.28	83.25	35.87	702.41
Punjab & Himachal Pradesh (Chandigarh)	48.38	128.43	0.37	177.18
Rajasthan (Jaipur)	0.89	67.99	0.43	69.31
Tamil Nadu (Excluding Chennai) (Coimbatore)	33.69	283.80	18.87	336.36
Telangana (Hyderabad)	14.65	432.28	0.79	447.72
Uttar Pradesh (Kanpur)	70.94	258.76	20.72	350.42
West Bengal, A&N Islands & Sikkim (Kolkata)	44.19	445.94	0.71	490.85
All India	1621.04	5581.55	310.89	7513.48

Appendix – 4(v)

Summary of Defaulting Unexempted Establishment with dues of Rs. 50 lakhs and above as on 31.03.2019		
Zone	No. of Defaulting Establishments	Amount of default (Rs. in cr.)
Andhra Pradesh (Vijaywada)	36	54.73
Bengaluru (Bengaluru)	102	417.87
Bihar & Jharkhand (Patna)	23	39.11
Chennai & Puducherry (Chennai)	134	302.60
Delhi & Uttarakhand (Delhi)	108	589.82
Gujarat (Ahmedabad)	47	72.21
Haryana (Faridabad)	42	74.03
Karnataka (Other Than Bengaluru) & Goa (Hubli)	43	81.50
Kerala & Lakshadweep (Thiruvananthapuram)	121	248.00
Madhya Pradesh & Chattisgarh (Bhopal)	52	203.35
Maharashtra (Excluding Mumbai) (Pune)	152	646.93
Mumbai I (Bandra)	49	182.54
Mumbai II (Thane)	30	73.43
North-Eastern Region (Guwahati)	11	31.12
Odisha (Bhubaneswar)	42	630.53
Punjab & Himachal Pradesh (Chandigarh)	43	105.14
Rajasthan (Jaipur)	21	27.38
Tamil Nadu (Excluding Chennai) (Coimbatore)	91	132.72
Telangana (Hyderabad)	23	29.53
Uttar Pradesh (Kanpur)	102	249.14
West Bengal, A&N Islands & Sikkim (Kolkata)	145	352.94
All India	1417	4544.63

Appendix – 4(vi)

Summary of Defaulting Exempted Establishment with dues of Rs. 50 lakhs and above as on 31.03.2019		
Zone	No. of Defaulting Establishments	Amount of default (Rs. in cr.)
Andhra Pradesh (Vijaywada)	1	14.33
Bengaluru (Bengaluru)	6	42.95
Bihar & Jharkhand (Patna)	5	139.79
Chennai & Puducherry (Chennai)	2	10.52
Delhi & Uttarakhand (Delhi)	7	231.88
Gujarat (Ahmedabad)	6	16.70
Haryana (Faridabad)	1	3.92
Karnataka (Other Than Bengaluru) & Goa (Hubli)	0	0.00
Kerala & Lakshadweep (Thiruvananthapuram)	2	3.18
Madhya Pradesh & Chattisgarh (Bhopal)	5	15.64
Maharashtra (Excluding Mumbai) (Pune)	5	49.63
Mumbai I (Bandra)	6	15.45
Mumbai II (Thane)	2	1.63
North-Eastern Region (Guwahati)	0	0.00
Odisha (Bhubaneswar)	2	2.53
Punjab & Himachal Pradesh (Chandigarh)	2	1.59
Rajasthan (Jaipur)	2	2.25
Tamil Nadu (Excluding Chennai) (Coimbatore)	1	0.51
Telangana (Hyderabad)	3	15.58
Uttar Pradesh (Kanpur)	7	11.70
West Bengal, A&N Islands & Sikkim (Kolkata)	44	170.96
All India	109	750.73

Appendix – 4(vii)

Initiation and disposal of Assessment Cases under Section 7A of the Act during 2018-19						
Zone	Cases for disposal as on 01.04.2018	Cases initiated during the year	Total Workload	Cases disposed by issue of final orders	Disposal in terms of %	Cases pending as on 31.03.2019
Andhra Pradesh (Vijaywada)	216	156	372	210	56.45	162
Bengaluru (Bengaluru)	526	682	1208	669	55.38	539
Bihar & Jharkhand (Patna)	1189	388	1577	472	29.93	1105
Chennai & Puducherry (Chennai)	1328	2934	4262	1641	38.50	2621
Delhi & Uttarakhand (Delhi)	810	533	1343	558	41.55	785
Gujarat (Ahmedabad)	1427	658	2085	768	36.83	1317
Haryana (Faridabad)	396	330	726	240	33.06	486
Karnataka (Other Than Bengaluru) & Goa (Hubli)	983	484	1467	948	64.62	519
Kerala & Lakshadweep (Thiruvananthapuram)	339	786	1125	847	75.29	278
Madhya Pradesh & Chattisgarh (Bhopal)	1532	895	2427	1160	47.80	1267
Maharashtra (Excluding Mumbai) (Pune)	1879	640	2519	836	33.19	1683
Mumbai I (Bandra)	450	47	497	105	21.13	392
Mumbai II (Thane)	968	161	1129	300	26.57	829
North-Eastern Region (Guwahati)	150	48	198	110	55.56	88
Odisha (Bhubaneswar)	188	94	282	154	54.61	128
Punjab & Himachal Pradesh (Chandigarh)	1868	1159	3027	1600	52.86	1427
Rajasthan (Jaipur)	612	194	806	317	39.33	489
Tamil Nadu (Excluding Chennai) (Coimbatore)	319	1154	1473	807	54.79	666
Telangana (Hyderabad)	1646	803	2449	1051	42.92	1398
Uttar Pradesh (Kanpur)	1974	949	2923	1026	35.10	1897
West Bengal, A&N Islands & Sikkim (Kolkata)	564	583	1147	486	42.37	661
All India	19364	13678	33042	14305	43.29	18737

Appendix – 4(viii)

Periodicity of Pending 7A Cases		
Periodicity	As on 31.03.2019	As on 31.03.2018
Less than Six Months	5444	3712
Six Months to One Year	3689	2689
One Year to Three Years	5327	9527
Over Three Years	4277	3939
Total	18737	19867

Appendix – 4(ix)

Levy of Interest u/s 7Q in respect of all three Schemes (Unexempted) as on 31.03.2019 (Rs. in cr.)				
Zone	Total Workload	Collection made during the year	% of Collection made	Closing Balance as on 31.03.2019
Andhra Pradesh (Vijaywada)	46.17	12.60	27.28	33.58
Bengaluru (Bengaluru)	74.49	36.15	48.53	38.34
Bihar & Jharkhand (Patna)	43.81	11.27	25.73	32.54
Chennai & Puducherry (Chennai)	81.26	30.18	37.14	51.08
Delhi & Uttarkhand (Delhi)	144.29	26.37	18.28	117.92
Gujarat (Ahmedabad)	50.72	18.08	35.64	32.64
Haryana (Faridabad)	40.50	15.62	38.58	24.87
Karnataka (Other Than Bengaluru) & Goa (Hubli)	38.80	18.42	47.48	20.37
Kerala & Lakshadweep (Thiruvananthapuram)	44.33	14.24	32.11	30.10
Madhya Pradesh & Chattisgarh (Bhopal)	98.71	20.03	20.30	78.68
Maharashtra (Excluding Mumbai) (Pune)	107.90	23.06	21.38	84.84
Mumbai I (Bandra)	54.54	11.64	21.35	42.90
Mumbai II (Thane)	52.04	28.59	54.94	23.45
North-Eastern Region (Guwahati)	9.52	2.56	26.94	6.95
Odisha (Bhubaneswar)	331.13	11.35	3.43	319.78
Punjab & Himachal Pradesh (Chandigarh)	24.65	8.03	32.58	16.62
Rajasthan (Jaipur)	21.44	8.20	38.27	13.23
Tamil Nadu (Excluding Chennai) (Coimbatore)	68.93	23.57	34.19	45.37
Telangana (Hyderabad)	99.02	40.31	40.70	58.72
Uttar Pradesh (Kanpur)	25.47	15.16	59.52	10.31
West Bengal, A&N Islands & Sikkim (Kolkata)	94.31	18.60	19.72	75.71
All India	1552.05	394.05	25.39	1157.99

Appendix – 4(x)

Cases of Levy of Damages u/s 14B (Unexempted) 2018-19				
Zone	Total Workload	Cases disposed by issue of final orders	Disposal in terms of %	Cases pending as on 31.03.2018
Andhra Pradesh (Vijaywada)	2093	1633	78.02	460
Bengaluru (Bengaluru)	11014	6280	57.02	4734
Bihar & Jharkhand (Patna)	4095	3175	77.53	920
Chennai & Puducherry (Chennai)	19484	17479	89.71	2005
Delhi & Uttarakhand (Delhi)	6896	4067	58.98	2829
Gujarat (Ahmedabad)	4832	3824	79.14	1008
Haryana (Faridabad)	893	624	69.88	269
Karnataka (Other Than Bengaluru) & Goa (Hubli)	8592	7976	92.83	616
Kerala & Lakshadweep (Thiruvananthapuram)	7176	4716	65.72	2460
Madhya Pradesh & Chattisgarh (Bhopal)	8860	4965	56.04	3895
Maharashtra (Excluding Mumbai) (Pune)	6358	4189	65.89	2169
Mumbai I (Bandra)	3017	1207	40.01	1810
Mumbai II (Thane)	4571	1358	29.71	3213
North-Eastern Region (Guwahati)	784	360	45.92	424
Odisha (Bhubaneswar)	2627	1621	61.71	1006
Punjab & Himachal Pradesh (Chandigarh)	6733	5141	76.36	1592
Rajasthan (Jaipur)	2706	2143	79.19	563
Tamil Nadu (Excluding Chennai) (Coimbatore)	20197	19635	97.22	562
Telangana (Hyderabad)	3282	2813	85.71	469
Uttar Pradesh (Kanpur)	1753	1471	83.91	282
West Bengal, A&N Islands & Sikkim (Kolkata)	3588	2445	68.14	1143
All India	129551	97122	74.97	32429

Appendix – 4(xi)

Levy of damages u/s 14B in respect of all three Schemes (Unexempted) as on 31.03.2019 (Rs. in cr.)				
Zone	Total Workload	Collection made during the year	% of Collection made	Closing Balance as on 31.03.2019
Andhra Pradesh (Vijaywada)	113.25	19.59	17.29	93.66
Bengaluru (Bengaluru)	156.44	41.74	26.68	114.70
Bihar & Jharkhand (Patna)	62.90	17.79	28.28	45.11
Chennai & Puducherry (Chennai)	166.29	36.38	21.87	129.91
Delhi & Uttarakhand (Delhi)	155.12	28.80	18.57	126.32
Gujarat (Ahmedabad)	81.40	21.26	26.12	60.14
Haryana (Faridabad)	72.93	15.34	21.03	57.60
Karnataka (Other Than Bengaluru) & Goa (Hubli)	68.13	20.26	29.73	47.88
Kerala & Lakshadweep (Thiruvananthapuram)	127.37	16.13	12.67	111.23
Madhya Pradesh & Chattisgarh (Bhopal)	179.28	30.21	16.85	149.07
Maharashtra (Excluding Mumbai) (Pune)	208.69	29.02	13.91	179.67
Mumbai I (Bandra)	116.15	15.72	13.54	100.43
Mumbai II (Thane)	93.74	12.87	13.73	80.87
North-Eastern Region (Guwahati)	17.82	5.14	28.87	12.67
Odisha (Bhubaneswar)	64.07	15.96	24.90	48.12
Punjab & Himachal Pradesh (Chandigarh)	43.83	11.52	26.29	32.31
Rajasthan (Jaipur)	49.33	13.14	26.64	36.18
Tamil Nadu (Excluding Chennai) (Coimbatore)	164.01	29.01	17.69	135.00
Telangana (Hyderabad)	186.49	44.46	23.84	142.03
Uttar Pradesh (Kanpur)	37.86	13.31	35.16	24.55
West Bengal, A&N Islands & Sikkim (Kolkata)	223.32	22.23	9.96	201.09
All India	2388.40	459.88	19.25	1928.53

Appendix – 4(xii)

Status of Attachment/Sale of Property/Arrest of Defaulters - Unexempted as on 31.03.2019		
Type of Coercive Action	No. of Cases	Amount Recovered (in Rs. lakhs)
Bank Accounts Attached	30363	307.45
Movable Property Attached	81	0.10
Immovable Property Attached	94	5.79
Arrest of Defaulters	24	0.77
Public Auctions of Movable Property	6	0.01
Public Auctions of Immovable Property	4	2.79
Total	30572	316.92

Appendix – 4(xiii)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2019 (EPF Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	157	0	0	0	0	0	0	157
Bengaluru (Bengaluru)	261	49	0	17	0	0	66	195
Bihar & Jharkhand (Patna)	322	0	0	0	0	0	0	322
Chennai & Puducherry (Chennai)	515	0	0	0	0	0	0	515
Delhi & Uttarakhand (Delhi)	57	17	2	0	0	0	19	38
Gujarat (Ahmedabad)	2096	91	188	121	0	0	400	1696
Haryana (Faridabad)	336	2	0	0	0	0	2	334
Karnataka (Other Than Bengaluru) & Goa (Hubli)	691	0	0	0	0	0	0	691
Kerala & Lakshadweep (Thiruvananthapuram)	699	16	0	0	0	0	16	683
Madhya Pradesh & Chattisgarh (Bhopal)	708	7	204	0	0	0	211	497
Maharashtra (Excluding Mumbai) (Pune)	2588	0	0	1	0	1	2	2586
Mumbai I (Bandra)	362	0	0	0	0	0	0	362
Mumbai II (Thane)	1024	0	0	0	0	0	0	1024
North-Eastern Region (Guwahati)	698	0	0	68	0	0	68	630
Odisha (Bhubaneswar)	1237	0	0	0	0	0	0	1237
Punjab & Himachal Pradesh (Chandigarh)	516	76	0	0	8	0	84	432
Rajasthan (Jaipur)	128	1	17	30	0	0	48	80
Tamil Nadu (Excluding Chennai) (Coimbatore)	895	0	0	8	0	0	8	887
Telangana (Hyderabad)	623	0	0	0	0	0	0	623
Uttar Pradesh (Kanpur)	67	9	0	0	0	0	9	58
West Bengal, A&N Islands & Sikkim (Kolkata)	3578	0	0	0	0	0	0	3578
All India	17558	268	411	245	8	1	933	16625

Appendix – 4(xiv)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2019 (Pension Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	157	0	0	0	0	0	0	157
Bengaluru (Bengaluru)	228	32	0	15	0	0	47	181
Bihar & Jharkhand (Patna)	80	0	0	0	0	0	0	80
Chennai & Puducherry (Chennai)	466	0	0	0	0	0	0	466
Delhi & Uttarakhand (Delhi)	57	17	2	0	0	0	19	38
Gujarat (Ahmedabad)	1162	91	176	82	0	0	349	813
Haryana (Faridabad)	318	2	0	0	0	0	2	316
Karnataka (Other Than Bengaluru) & Goa (Hubli)	447	0	0	0	0	0	0	447
Kerala & Lakshadweep (Thiruvananthapuram)	331	0	0	0	0	0	0	331
Madhya Pradesh & Chattisgarh (Bhopal)	573	7	204	0	0	0	211	362
Maharashtra (Excluding Mumbai) (Pune)	2271	0	0	1	0	1	2	2269
Mumbai I (Bandra)	179	0	0	0	0	0	0	179
Mumbai II (Thane)	980	0	0	0	0	0	0	980
North-Eastern Region (Guwahati)	523	0	0	68	0	0	68	455
Odisha (Bhubaneswar)	681	0	0	0	0	0	0	681
Punjab & Himachal Pradesh (Chandigarh)	318	63	0	0	6	0	69	249
Rajasthan (Jaipur)	80	1	12	4	0	0	17	63
Tamil Nadu (Excluding Chennai) (Coimbatore)	416	0	0	4	0	0	4	412
Telangana (Hyderabad)	589	0	0	0	0	0	0	589
Uttar Pradesh (Kanpur)	38	0	0	0	0	0	0	38
West Bengal, A&N Islands & Sikkim (Kolkata)	1519	0	0	0	0	0	0	1519
All India	11413	213	394	174	6	1	788	10625

Appendix – 4(xv)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2019 (EDLI Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	157	0	0	0	0	0	0	157
Bengaluru (Bengaluru)	197	32	0	17	0	0	49	148
Bihar & Jharkhand (Patna)	0	0	0	0	0	0	0	0
Chennai & Puducherry (Chennai)	490	0	0	0	0	0	0	490
Delhi & Uttarakhand (Delhi)	57	17	2	0	0	0	19	38
Gujarat (Ahmedabad)	1222	78	176	80	0	0	334	888
Haryana (Faridabad)	308	2	0	0	0	0	2	306
Karnataka (Other Than Bengaluru) & Goa (Hubli)	441	0	0	0	0	0	0	441
Kerala & Lakshadweep (Thiruvananthapuram)	276	0	0	0	0	0	0	276
Madhya Pradesh & Chattisgarh (Bhopal)	649	7	204	0	0	0	211	438
Maharashtra (Excluding Mumbai) (Pune)	2177	0	0	1	0	1	2	2175
Mumbai I (Bandra)	200	0	0	0	0	0	0	200
Mumbai II (Thane)	948	0	0	0	0	0	0	948
North-Eastern Region (Guwahati)	615	0	0	68	0	0	68	547
Odisha (Bhubaneswar)	821	0	0	0	0	0	0	821
Punjab & Himachal Pradesh (Chandigarh)	328	53	0	0	3	0	56	272
Rajasthan (Jaipur)	40	0	0	4	0	0	4	36
Tamil Nadu (Excluding Chennai) (Coimbatore)	325	0	0	4	0	0	4	321
Telangana (Hyderabad)	577	0	0	0	0	0	0	577
Uttar Pradesh (Kanpur)	38	0	0	0	0	0	0	38
West Bengal, A&N Islands & Sikkim (Kolkata)	1440	0	0	0	0	0	0	1440
All India	11306	189	382	174	3	1	749	10557

Appendix – 4(xvi)

Cases before the Police Authorities under Section 406/409 of IPC (Unexempted) as on 31.03.2019				
Zone	Workload	Cases dropped by Police	Challans Filed by Police in Court	FIRs pending with Police at the end of the year
Andhra Pradesh (Vijaywada)	40	0	0	40
Bengaluru (Bengaluru)	249	13	0	236
Bihar & Jharkhand (Patna)	47	0	0	47
Chennai & Puducherry (Chennai)	1370	0	0	1370
Delhi & Uttarkhand (Delhi)	40	21	0	19
Gujarat (Ahmedabad)	284	0	0	284
Haryana (Faridabad)	2	0	0	2
Karnataka (Other Than Bengaluru) & Goa (Hubli)	157	0	0	157
Kerala & Lakshadweep (Thiruvananthapuram)	470	126	4	340
Madhya Pradesh & Chattisgarh (Bhopal)	43	0	0	43
Maharashtra (Excluding Mumbai) (Pune)	100	0	0	100
Mumbai I (Bandra)	147	0	0	147
Mumbai II (Thane)	111	0	0	111
North-Eastern Region (Guwahati)	37	4	0	33
Odisha (Bhubaneswar)	112	0	0	112
Punjab & Himachal Pradesh (Chandigarh)	117	0	5	112
Rajasthan (Jaipur)	21	0	2	19
Tamil Nadu (Excluding Chennai) (Coimbatore)	426	0	0	426
Telangana (Hyderabad)	141	0	0	141
Uttar Pradesh (Kanpur)	16	0	13	3
West Bengal, A&N Islands & Sikkim (Kolkata)	977	0	0	977
All India	4907	164	24	4719

Appendix – 4(xvii)

Cases before various Courts under Section 406/409 of IPC (Unexempted) as on 31.03.2019						
Zone	Workload	Cases disposed during the year				Total pendency in Courts
		Convicted	Acquitted	Dismissed / Discharged	Total Cases Decided	
Andhra Pradesh (Vijaywada)	68	0	0	0	0	68
Bengaluru (Bengaluru)	10	0	5	3	8	2
Bihar & Jharkhand (Patna)	31	0	0	0	0	31
Chennai & Puducherry (Chennai)	0	0	0	0	0	0
Delhi & Uttarakhand (Delhi)	3	0	0	0	0	3
Gujarat (Ahmedabad)	663	3	2	0	5	658
Haryana (Faridabad)	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	48	0	0	0	0	48
Kerala & Lakshadweep (Thiruvananthapuram)	9	0	0	0	0	9
Madhya Pradesh & Chattisgarh (Bhopal)	3	0	0	0	0	3
Maharashtra (Excluding Mumbai) (Pune)	60	0	0	0	0	60
Mumbai I (Bandra)	0	0	0	0	0	0
Mumbai II (Thane)	0	0	0	0	0	0
North-Eastern Region (Guwahati)	28	0	0	0	0	28
Odisha (Bhubaneswar)	49	0	0	0	0	49
Punjab & Himachal Pradesh (Chandigarh)	18	0	0	0	0	18
Rajasthan (Jaipur)	59	0	1	0	1	58
Tamil Nadu (Excluding Chennai) (Coimbatore)	0	0	0	0	0	0
Telangana (Hyderabad)	15	0	0	0	0	15
Uttar Pradesh (Kanpur)	0	0	0	0	0	0
West Bengal, A&N Islands & Sikkim (Kolkata)	160	0	0	0	0	160
All India	1224	3	8	3	14	1210

Appendix – 4(xviii)

Total Arrears in Exempted Sector as on 31.03.2019 (Rs. in cr.)			
Zone	Workload	Realised during the year	Closing Balance
Andhra Pradesh (Vijaywada)	14.93	0.00	14.93
Bengaluru (Bengaluru)	67.68	23.29	44.39
Bihar & Jharkhand (Patna)	126.81	0.79	126.02
Chennai & Puducherry (Chennai)	31.34	0.11	31.23
Delhi & Uttarakhand (Delhi)	237.97	5.17	232.80
Gujarat (Ahmedabad)	20.61	1.19	19.42
Haryana (Faridabad)	4.77	0.00	4.77
Karnataka (Other Than Bengaluru) & Goa (Hubli)	0.84	0.66	0.18
Kerala & Lakshadweep (Thiruvananthapuram)	8.70	3.86	4.83
Madhya Pradesh & Chattisgarh (Bhopal)	17.73	0.00	17.73
Maharashtra (Excluding Mumbai) (Pune)	57.88	1.76	56.12
Mumbai I (Bandra)	16.43	1.30	15.13
Mumbai II (Thane)	13.27	1.22	12.05
North-Eastern Region (Guwahati)	0.00	0.00	0.00
Odisha (Bhubaneswar)	5.85	0.00	5.85
Punjab & Himachal Pradesh (Chandigarh)	2.11	0.17	1.94
Rajasthan (Jaipur)	175.91	61.65	114.25
Tamil Nadu (Excluding Chennai) (Coimbatore)	1.27	0.00	1.27
Telangana (Hyderabad)	1467.40	937.98	529.42
Uttar Pradesh (Kanpur)	21.58	0.00	21.58
West Bengal, A&N Islands & Sikkim (Kolkata)	172.19	17.33	154.85
All India	2465.27	1056.50	1408.77

Appendix – 4(xix)

STATES WITH MAJOR PORTION OF ARREARS IN EXEMPTED SECTOR AS ON 31.03.2019 (Rs. in cr.)				
State	Workload	Realised during the year	Closing Balance	Percentage of Total
Telangana	1467.40	937.98	529.42	37.58
Delhi	213.51	0.01	213.49	15.15
West Bengal & Sikkim	172.19	17.33	154.85	10.99
Jharkhand	123.27	0.79	122.48	8.69
Rajasthan	175.91	61.65	114.25	8.11
Sub-Total	2152.26	1017.77	1134.50	80.53
Rest of the States	313.00	38.73	274.27	19.47
All India (Total Arrears)	2465.27	1056.50	1408.77	100.00

Appendix – 5 (i)

Contribution and Payment of all three Schemes (2018-19) (Unexempted) (Rs. in cr.)								
ZONE	Total EPF Contribution	Total EPF Payment	Total EPS Contribution	Total EPS Payment	Total EDLI Contribution	Total EDLI Payment	Total Contribution	Total Payment
ANDHRA PRADESH (VIJAYWADA)	2170.97	1342.35	922.85	586.64	50.83	21.30	3144.66	1950.29
TELANGANA (HYDERABAD)	6785.60	3790.81	2326.57	916.59	102.56	37.79	9214.73	4745.19
BENGALURU	14666.88	6401.41	4518.37	1106.63	164.51	35.70	19349.76	7543.74
KARNATAKA & GOA (HUBLI)	2383.90	1570.67	1167.64	748.38	59.58	33.21	3611.11	2352.26
BIHAR & JHARKHAND (PATNA)	1414.03	817.83	740.91	647.24	40.94	11.84	2195.88	1476.91
CHENNAI & PUDUCHERRY (CHENNAI)	8377.78	5654.57	2902.99	1637.68	126.17	58.95	11406.94	7351.21
TAMIL NADU (COIMBATORE)	3199.76	2792.79	1546.14	1068.61	79.30	35.72	4825.19	3897.12
DELHI & UTTARAKHAND (DELHI)	9168.07	6311.65	3342.67	1112.97	159.56	48.25	12670.30	7472.87
GUJARAT (AHMEDABAD)	5772.95	3523.55	2452.79	1164.81	129.16	45.96	8354.91	4734.31
HARYANA (FARIDABAD)	6234.36	2850.83	2226.59	705.38	111.25	37.45	8572.20	3593.67
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	2630.23	2167.30	1183.36	940.94	57.52	23.10	3871.12	3131.34
MP & CHH (BHOPAL)	2787.06	1781.67	1270.53	769.85	66.89	38.20	4124.49	2589.72
MUMBAI-1 (BANDRA)	9648.58	4267.68	3248.27	615.95	125.51	43.27	13022.36	4926.89
MUMBAI-2 (THANE)	7849.54	3926.50	2721.46	984.79	140.65	33.41	10711.65	4944.70
MAHARASHTRA (PUNE)	7896.47	4597.91	3027.92	1699.94	167.68	73.12	11092.07	6370.97
NER (GUWAHATI)	665.44	444.34	280.75	166.79	16.40	12.83	962.60	623.96
ODISHA (BHUBANESHWAR)	1336.87	909.29	611.89	427.34	32.36	16.18	1981.13	1352.80
PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	3030.18	2265.12	1329.62	751.05	68.18	30.84	4427.97	3047.02
RAJASTHAN (JAIPUR)	1978.15	1269.76	862.70	471.90	43.57	17.53	2884.42	1759.19
UTTAR PRADESH (KANPUR)	4221.14	2550.25	1810.73	1158.89	97.41	60.87	6129.28	3770.01
WB, A&N ISLANDS & SIKKIM (KOLKATA)	3586.27	2322.56	1764.98	1161.37	102.54	62.17	5453.78	3546.11
TOTAL	105804.25	61558.83	40259.74	18843.75	1942.56	777.69	148006.56	81180.27

Appendix – 5(ii)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EPF (EMPLOYEES' PROVIDENT FUND) A/C 05 - HOLDING AS ON 31.03.2019 (Rs. In Crores)														
Category/ Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	1,104.87	1,882.64	7,973.30	13,979.74	14,886.13	70,157.37	7,360.39	4,688.74	0.00	2,743.44	278.78	0.00	0.00	125,055.40
PSU	1,202.45	18.64	123.45	11,140.80	26,463.70	44,352.30	48,964.57	18,480.82	7,773.30	30.25	0.10	0.00	0.00	158,550.39
PVT	0.22	0.00	0.00	0.00	9,290.13	12,505.49	16,445.33	12,905.00	1,308.61	786.78	0.55	0.00	0.00	53,242.11
SDL	0.00	0.00	1,908.55	20,125.21	36,546.10	148,196.64	42,605.30	15,735.41	5,029.47	269.67	0.00	0.00	0.00	270,416.35
SDS	0.00	0.00	0.00	0.00	194.16	0.00	52,916.11	0.00	0.00	0.00	0.00	0.00	0.00	53,110.27
STG	4.58	0.00	0.00	0.00	0.87	1,118.66	5,085.56	4,214.05	2,496.83	537.70	0.01	0.00	0.00	13,458.26
Grand Total	2,312.12	1,901.28	10,005.30	45,245.75	87,381.09	276,330.47	173,377.26	56,024.02	16,608.21	4,367.84	279.44	0.00	0.00	673,832.78

Appendix – 5(iii)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EPS (EMPLOYEES' PENSION FUND) A/C 11 - HOLDING AS ON 31.03.2019 (Rs. In Crores)														
Category/ Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	122.92	1,444.04	4,671.56	6,457.12	10,150.72	31,307.91	2,758.26	2,903.52	0.00	4,127.26	567.28	0.00	0.00	64,510.59
PSU	427.83	11.39	53.69	4,835.00	11,074.50	22,281.09	20,477.22	7,668.08	2,266.58	5.00	0.00	0.00	0.00	69,100.39
PVT	0.00	0.00	0.00	0.00	3,692.50	6,073.12	7,332.47	6,090.57	533.60	218.00	0.00	0.00	0.00	23,940.26
SDL	0.00	0.00	858.51	9,567.74	14,915.21	63,812.11	22,621.08	6,762.96	2,981.75	182.78	0.00	0.00	0.00	121,702.13
SDS	0.00	0.00	0.00	0.00	0.00	0.00	1,400.52	0.00	0.00	0.00	0.00	0.00	0.00	1,400.52
STG	0.00	0.00	0.00	0.00	0.00	1,222.50	1,916.90	1,699.40	685.10	138.00	0.00	0.00	0.00	5,661.90
Public Account	0.00	0.00	0.00	0.00	128,372.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	128,372.19
Grand Total	550.75	1,455.43	5,583.76	20,859.87	168,205.11	124,696.73	56,506.46	25,124.53	6,467.02	4,671.04	567.28	0.00	0.00	414,687.98

Appendix – 5(iv)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EDLI (EMPLOYEES' DEPOSIT LINKED INSURANCE FUND) A/C 25 - HOLDING AS ON 31.03.2019 (Rs. In Crores)														
Category / Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	5.12	51.75	323.25	284.07	372.02	1,741.33	175.82	121.05	0.00	145.52	26.21	0.00	0.00	3,246.14
PSU	10.33	0.00	0.00	298.00	572.80	1,303.29	1,027.93	478.42	213.05	0.00	0.00	0.00	0.00	3,903.81
PVT	0.00	0.00	0.00	0.00	219.00	298.98	358.89	312.63	32.90	0.00	0.00	0.00	0.00	1,222.40
SDL	0.00	0.00	30.00	340.72	1,200.21	3,170.23	1,205.21	375.91	181.50	12.19	0.00	0.00	0.00	6,515.96
SDS	0.00	0.00	0.00	0.00	0.00	0.00	2.50	0.00	0.00	0.00	0.00	0.00	0.00	2.50
STG	0.00	0.00	0.00	0.00	0.00	85.00	120.50	50.70	81.50	0.00	0.00	0.00	0.00	337.70
Public Account	0.00	0.00	0.00	0.00	10,317.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,317.24
Grand Total	15.45	51.75	353.25	922.79	12,681.26	6,598.83	2,890.85	1,338.71	508.94	157.71	26.21	0.00	0.00	25,545.75

Rate of Interest on EPF balances 1952 onwards				
Year	Rate of Interest		Year	Rate of Interest
1952-53	3%		1986-87	11%
1953-54	3%		1987-88	11.50%
1954-55	3%		1988-89	11.80%
1955-56	3.50%		1989-90	12%
1956-57	3.50%		1990-91	12%
1957-58	3.75%		1991-92	12%
1958-59	3.75%		1992-93	12%
1959-60	3.75%		1993-94	12%
1960-61	3.75%		1994-95	12%
1961-62	3.75%		1995-96	12%
1962-63	3.75%		1996-97	12%
1963-64	4%		1997-98	12%
1964-65	4.25%		1998-99	12%
1965-66	4.50%		1999-00	12%
1966-67	4.75%		2000-01	12%(April,2000 to June,2000) 11% (July, 2000 onwards)
1967-68	5%		2001-02	9.50%
1968-69	5.25%		2002-03	9.50%
1969-70	5.50%		2003-04	9.50% @
1970-71	5.70%		2004-05	9.5%
1971-72	5.80%		2005-06	8.50%
1972-73	6%		2006-07	8.50%
1973-74	6%		2007-08	8.50%
1974-75	6.50%		2008-09	8.50%
1975-76	7%		2009-10	8.50%
1976-77	7.50%		2010-11	9.50%
1977-78	8%		2011-12	8.25%
1978-79	8.25%+0.5%bonus*		2012-13	8.50%
1979-80	8.25%		2013-14	8.75%
1980-81	8.25%		2014-15	8.75%
1981-82	8.50%	2015-16	8.80%	
1982-83	8.75%	2016-17	8.65%	
1983-84	9.15%	2017-18	8.55%	
1984-85	9.90%	2018-19	8.65%	
1985-86	10.15%			
*Who did not withdraw any amount from their PF during 1976-1977 & 1977-1978				
(@ 9% Interest plus 0.5% Golden Jubilee bonus interest).				

Appendix – 5(vi)

Productivity Linked Bonus 2017-18*		
Sl. No.	ZONAL OFFICE	Amount (in Rs.)
1	ANDHRA PRADESH (VIJAYWADA)	7,596,245.00
2	TELANGANA (HYDERABAD)	10,316,454.00
3	BENGALURU	11,203,621.00
4	KARNATAKA & GOA (HUBLI)	7,764,878.00
5	BIHAR & JHARKHAND (PATNA)	6,640,676.00
6	CHENNAI & PUDUCHERRY (CHENNAI)	13,028,803.00
7	TAMIL NADU (COIMBATORE)	12,339,809.00
8	DELHI & UTTARAKHAND (DELHI)	12,521,597.00
9	GUJARAT (AHMEDABAD)	14,717,748.00
10	HARYANA (FARIDABAD)	7,103,467.00
11	KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	8,409,588.00
12	MP & CHH (Bhopal)	9,077,208.00
13	MUMBAI-1 (BANDRA)	8,870,329.00
14	MUMBAI-2 (THANE)	9,046,212.00
15	MAHARASHTRA (PUNE)	12,952,201.00
16	NER (GUWAHATI)	2,803,740.00
17	ODISHA (BHUBANESHWAR)	5,594,245.00
18	PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	11,154,728.00
19	RAJASTHAN (JAIPUR)	7,195,100.00
20	UTTAR PRADESH (KANPUR)	10,456,682.00
21	WB, A&N ISLANDS & SIKKIM (KOLKATA)	17,414,653.00
22	HEAD OFFICE	2,171,056.00
23	PDUNASS	906,632.00
24	EPF TRIBUNAL - NEW DELHI	-
25	EPF TRIBUNAL - BENGALURU	-
	TOTAL	209,285,672.00

*Productivity Linked Bonus for the year 2017-18 paid during the year 2018-19.

RTI Annual Report for the year 2018-2019
Details of requests and appeals

	Opening Balance	No. of applications received as transfer from other Public Authorities U/s 6(3)	Received during the year (including cases transferred to other Public Authorities)	No. of cases transferred to other Public Authorities u/s 6(3)	Decisions where requests/appeals rejected	Decisions where requests/appeals replied
Request	1240	21538	44028	3879	3196	59731
First Appeal	147	1133	4163	198	259	4986

Details about fee collected, penalty imposed and disciplinary action taken

Registration fee collected (in Rs.) u/s 7(1)	Addl. Fee Collected (in Rs.) u/s 7(3)	Penalty /Amount Recovered (in Rs.) as directed by CIC u/s 20(1)	No of cases where disciplinary action taken against any officer u/s 20(2)
214189	74261	47500	0

Details of reliance on various provisions of RTI Act 2005 while rejecting the requested information

Section 8 (I)										Other Sections			
a	b	c	d	e	f	g	h	i	j	9	11	24	Others
10	10			105	170	17	100	35	330	502	617	417	883

Appendix – 7(i)

POST-WISE SANCTIONED / IN-POSITION STRENGTH OF GROUP - A OFFICERS IN EPFO AS ON 31.03.2019						
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 Sanctioned	In-Position
1	Central Provident Fund Commissioner	80000 [FIXED]	----		1	1
2	Financial Advisor & Chief Accounts Officer	37400- 67000	10000	14	1	1
3	Chief Vigilance Officer	37400- 67000	10000	14	1	0
4	Addl. CPFC (HQ)	37400- 67000	10000	14	11	11
5	Addl. CPFC	37400- 67000	8900	13A	32	17
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	170
12	Director (OL)	15600-39100	7600	12	1	0
13	Deputy Director (Audit)	15600-39100	6600	11	16	7
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	1
17	R.P.F.C.-II	15600-39100	6600	11	299	176
18	Law Officer	15600-39100	6600	11	1	0
19	Principal Private Secretary	15600-39100	6600	11	16	12
20	Deputy Director (OL)	15600-39100	6600	11	10	3
21	Deputy Director (IS)	15600-39100	6600	11	60	19
22	APFC	15600-39100	5400	10	452	465
23	Assistant Director (IS)	15600-39100	5400	10	120	20
24	Assistant Director (VIG)	15600-39100	5400	10	40	8
25	Assistant Director (OL)	15600-39100	5400	10	57	5
26	Assistant Director (Audit)	15600-39100	5400	10	31	16
27	Assistant Engineer (Civil)	15600-39100	5400	10	17	2
28	Assistant Engineer (Elect.)	15600-39100	5400	10	3	0
	Total				1466	934

* In the Anomaly Redressal-cum-Implementation Committee meeting held on 20.07.2017, 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.

Appendix – 7(ii)

POST-WISE SANCTIONED / IN POSITION STRENGTH OF GROUP - B OFFICERS/STAFF IN EPFO AS ON 31.03.2019						
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 Sanctioned	In-Position
1	Section Officer	9300-34800	4800	8	196	125
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	11
5	Assistant (Headquarters)	9300-34800	4600	7	400	24
6	Assistant Audit Officer	9300-34800	4600	7	37	14
7	Personal Assistant	9300-34800	4600	7	434	133
8	Enforcement Officer/Accounts Officer	9300-34800	4600	7	3072	1330
9	Data Processing Assistant	9300-34800	4600	7	0	242
10	Hindi Translator-I (Sr.)	9300-34800	4600	7	97	85
11	Auditor	9300-34800	4200	6	57	20
12	Junior Engineer (Civil)	9300-34800	4200	6	40	15
13	Junior Engineer (Electrical)	9300-34800	4200	6	13	0
14	Vigilance Assistant	9300-34800	4200	6	40	1
15	Library Information Assistant	9300-34800	4200	6	1	0
16	Section Supervisor	9300-34800	4200	6	2698	1556
17	Hindi Translator-II (Jr.)	9300-34800	4200	6	103	35
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	3
22	Statistical Assistant	9300-34800	4200	6	38	7
23	Staff Car Driver (Special grade)	9300-34800	4200	6	6	4
	Total				7698	3610

Appendix – 7(iii)

POST-WISE SANCTIONED/ IN POSITION STRENGTH OF GROUP - C STAFF IN EPFO AS ON 31.03.2019						
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 Sanctioned	In Position
1	Staff Car Driver (Grade-I)	5200-20200	2800	5	39	31
2	Stenographer	5200-20200	2400	4	187	13
3	Social Security Assistant (SSA)	5200-20200	2400	4	12503	8741
4	Upper Division Clerk (Headquarters)	5200-20200	2400	4	16	15
5	Data Entry Operator	5200-20200	2400	4	0	102
6	Staff Car Driver (Grade-II)	5200-20200	2400	4	33	30
7	Lower Division Clerk	5200-20200	1900	2	593	434
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	3
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	39	20
15	Staff Car Driver (Ordinary Grade)	5200-20200	1900	2	34	9
16	Multi Tasking Staff	5200-20200	1800	1	1256	1356
17	Canteen Employees	4440-7440	1300	--	128	19
	Total				14913	10796

Appendix – 7(iv)

ZONE / CATEGORY WISE SANCTIONED / IN POSITION STRENGTH OF GROUP A OFFICERS IN EPFO AS ON 31.03.2019							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	34	25	4	1	5	0	0
Hyderabad, Telangana	64	45	6	2	7	1	0
Bihar & Jharkhand	29	31	0	4	9	0	0
Delhi & Uttrakhand	83	56	10	1	8	2	0
Gujarat	73	55	5	5	9	0	0
Haryana	46	37	3	2	4	0	0
Bengaluru (KN)	56	39	3	2	9	1	0
KN & Goa (other than Bengaluru)	39	31	4	3	6	0	0
Kerala & Lakshadweep	30	22	3	3	5	0	0
Madhya Pradesh & Chhattisgarh	49	39	3	2	7	1	0
Mumbai-I,Bandra (MH)	45	22	3	0	1	0	0
Mumbai-II,Thane (MH)	50	43	9	3	3	0	0
Pune, MH(excluding Mumbai)	63	37	9	1	5	0	0
Guwahati,(NER)	19	18	1	5	0	0	0
Orissa	21	19	1	0	3	0	0
Punjab & Himachal Pradesh	57	37	10	2	3	0	0
Rajasthan	31	26	1	5	3	0	0
Chennai & Puducherry (Tamil Nadu)	53	42	6	2	2	1	0
Coimbatore,TN (excluding Chennai)	58	32	7	1	11	0	0
Uttar Pradesh	58	55	6	1	11	2	0
Kolkata (West Bengal, A & N Islands & Sikkim)	79	52	4	5	5	1	0
Head Office*	424	171	20	6	14	3	0
Total	1466	934	118	56	130	12	0

* The posts not distributed Field Offices/Zonal Offices wise are shown against the sanctioned strength of Head Office.

Appendix – 7(v)

ZONE / CATEGORY WISE SANCTIONED / IN POSITION STRENGTH OF GROUP B OFFICERS IN EPFO AS ON 31.03.2019							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	242	125	21	8	4	5	0
Hyderabad (Telangana)	355	207	26	16	23	9	1
Bihar & Jharkhand	192	109	10	11	16	4	0
Delhi & Uttrakhand	493	229	40	19	11	7	1
Gujarat	512	229	35	17	17	6	0
Haryana	358	146	13	5	5	3	0
Bengaluru (KN)	398	142	23	17	4	1	1
KN & Goa (other than Bengaluru)	295	135	16	5	13	3	0
Kerala & Lakshadweep	228	117	19	5	15	0	1
Madhya Pradesh & Chhattisgarh	326	174	18	39	13	0	0
Mumbai-I, Bandra (MH)	230	125	15	3	3	3	0
Mumbai-II, Thane (MH)	366	204	20	8	7	1	0
Pune, MH (excluding Mumbai)	510	186	28	19	7	3	0
Guwahati, (NER)	115	44	6	6	2	0	0
Orissa	163	90	8	5	1	2	0
Punjab & Himachal Pradesh	388	162	32	8	3	0	0
Rajasthan	217	122	10	13	3	1	0
Chennai & Puducherry (Tamil Nadu)	383	182	28	11	41	3	0
Coimbatore, TN (excluding Chennai)	432	215	38	16	41	3	1
Uttar Pradesh	407	219	38	2	17	2	0
Kolkata (West Bengal, A & N Island, Sikkim)	411	246	36	17	11	2	0
Head Office*	677	202	42	13	12	2	0
Total	7698	3610	522	263	269	60	5

*The posts not distributed Field Offices/Zonal Offices wise are shown against the sanctioned strength of Head Office.

Appendix – 7(vi)

ZONE / CATEGORY WISE SANCTIONED / IN POSITION STRENGTH OF GROUP C STAFF IN EPFO AS ON 31.03.2019							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	571	403	72	31	30	24	3
Hyderabad (Telangana)	711	519	83	43	123	26	11
Bihar & Jharkhand	361	347	27	29	60	3	0
Delhi & Uttarakhand	1037	635	102	46	89	16	13
Gujarat	1091	802	147	67	202	10	15
Haryana	733	336	49	12	33	9	11
Bengaluru (KN)	843	636	106	39	109	11	17
KN & Goa (other than Bengaluru)	555	374	53	18	29	15	3
Kerala & Lakshyadweep	495	450	52	9	74	9	17
Madhya Pradesh & Chhattisgarh	645	436	42	53	58	11	1
Mumbai-I,Bandra (MH)	563	443	88	21	34	4	2
Mumbai-II,Thane (MH)	774	530	44	23	46	5	11
Pune, MH(excluding Mumbai)	1085	602	112	72	49	6	22
Guwahati,(NER)	191	146	13	29	15	1	2
Orissa	333	291	21	39	12	3	1
Punjab & Himachal Pradesh	799	608	153	5	59	20	8
Rajasthan	448	366	48	54	38	6	5
Chennai & Puducherry (Tamil Nadu)	885	682	194	3	207	8	28
Coimbatore,TN(excluding Chennai)	895	694	202	6	166	26	32
Uttar Pradesh	854	488	76	31	79	8	3
Kolkata (West Bengal, A & N Island, Sikkim)	877	907	191	14	144	11	5
Head Office*	167	101	40	11	5	1	0
Total	14913	10796	1915	655	1661	233	210

* The posts not distributed Field Offices/Zonal Offices wise are shown against the sanctioned strength of Head Office.

Appendix – 7(vii)

STAFF PENSIONERS AND FAMILY PENSIONERS OF EPFO AS ON 31.03.2019			
S.No	Zones	No. of Pensioners	No. of Family Pensioners
1.	Vijayawada (AP)	215	35
2.	Hyderabad (Telangana)	486	178
3.	Bihar & Jharkhand	230	104
4.	Delhi & Uttarakhand	345	97
5.	Gujarat	523	126
6.	Haryana	219	65
7.	Bengaluru (KN)	446	153
8.	KN & Goa (other than Bengaluru)	216	75
9.	Kerala & Lakshadweep	776	173
10.	Madhya Pradesh & Chhattisgarh	343	113
11.	Mumbai-I, Bandra (MH)	676	221
12.	Mumbai-II, Thane (MH)	354	41
13.	Pune, MH (excluding Mumbai)	275	55
14.	Guwahati, (NER)	80	41
15.	Orissa	210	65
16.	Punjab & Himachal Pradesh	398	97
17.	Rajasthan	427	53
18.	Chennai & Puducherry (Tamil Nadu)	821	240
19.	Coimbatore, TN (excluding Chennai)	594	120
20.	Uttar Pradesh	750	176
21.	Kolkata (West Bengal, A & N Island, Sikkim)	1054	389
22.	Head Office	242	78
23.	Total	9680	2695

Appendix – 8 (i)

TRAINING DIVISION – REVISED SANCTIONED & STAFF POSITION - PDNASS & ALL ZTIs & SUB-ZTI												
POSTS	Revised Sanctioned Posts in PDNASS	Staff Position In PDNASS	Revised Sanctioned Posts in ZTI-EZ	Staff Position In ZTI-EZ	Revised Sanctioned Posts in ZTI-WZ	Staff Position In ZTI-WZ	Revised Sanctioned Posts in ZTI-NZ	Staff Position In ZTI-NZ	Revised Sanctioned Posts in ZTI-SZ	Staff Position In ZTI-SZ	Revised Sanctioned Posts in SUB-ZTI	Staff Position In SUB-ZTI
ACC(HQ), Director	1	1	0	0	0	0	0	0	0	0	0	0
ACC	0	0	1	0	1	1	1	1	1	0	0	0
RPEC-I	10	2	1	1	1	0	1	1	1	1	0	0
RPEC-II	10	1	2	0	2	1	2	0	2	0	1	0
APFC	0	0	0	1	0	0	0	1	0	1	0	1
SECTION OFFICER	10	5	2	0	2	0	2	0	2	0	1	0
ASSISTANT	20	0	4	0	4	0	4	0	4	0	2	0
DD(OL)	0	0	0	0	0	0	0	0	0	0	0	0
AD(OL)	2	0	0	0	0	0	0	0	0	0	0	0
SR.HINDI TR.	0	0	1	1	0	0	0	0	1	0	0	0
JR.HINDI TR.	1	0	0	0	1	0	1	0	0	0	0	0
PPS	1	1	0	0	0	0	0	0	0	0	0	0
PS	10	0	2	0	2	0	2	0	2	0	0	0
PA	6	0	1	0	1	0	1	0	1	1	1	1
STEENOGRAPHER	4	0	1	0	1	0	1	0	1	0	0	0
MTS	10	4	6	3	6	4	6	0	6	1	1	1
LDC	0	6	0	0	0	0	0	0	0	0	0	0
Electrician	0	0	0	0	0	0	0	0	0	0	0	0
Cook-cum-attendant	0	1	0	0	0	0	0	0	0	0	0	0
Librarian	0	1	0	0	0	0	0	0	0	0	0	0
DPA	0	2	0	2	0	1	0	1	0	2	0	0
UDC	0	3	0	0	0	0	0	0	0	0	0	0
SCD	0	2	0	1	0	0	0	1	0	0	0	0
Lift Operator	0	1	0	0	0	0	0	0	0	0	0	0
Sr.SSA	0	0	0	3	0	4	0	5	0	4	0	0
SSA	0	0	0	1	0	0	0	0	0	0	0	0
Safawala	0	0	0	0	0	0	0	0	0	0	0	1
Chowkidar/Night Guard	0	0	0	0	0	0	0	0	0	0	0	1
Total	85	30	21	13	21	11	21	10	21	10	6	5

Appendix – 8 (ii)

Sl. No.	Details of Training programmes conducted by National Academy during 2018-2019	No. of Programmes	No. of participants
FUNCTIONAL PROGRAMMES			
1.	E-Office Training	1	27
2.	Financial Management & Investment	1	22
3.	EPF & MP Act : Strategies for Voluntary Compliance	2	41
4.	Compliance Management	2	47
5.	Reservation Provisions and Role of Liaison Officers	1	20
6.	EPFO Software Systems	1	21
7.	Customer Relationship Management	2	33
8.	Training Programme on E-Governance	1	25
	Total	11	236
REFRESHER TRAINING PROGRAMMES			
9.	Training Programme for Senior Management	1	12
10.	Training Programme for Middle Management	1	22
11.	Refresher Course for Direct Recruited APFC's	3	78
	Total	5	112
MANAGEMENT DEVELOPMENT PROGRAMME			
12.	Ethics and Values in Governance	2	37
13.	Work Life Balance	3	53
14.	Planning for Life after Retirement	2	33
15.	Communication and Presentation Skills	2	42
16.	Action Learning Project	1	26
	Total	10	191
NATIONAL/INTERNATIONAL WORKSHOPS & SEMINARS			
17.	Workshop on Law Enforcement	1	21
18.	Workshop on Gender Sensitization	1	20

Sl. No.	Details of Training programmes conducted by National Academy during 2018-2019	No. of Programmes	No. of participants
19.	Workshop on Right to Information Act	1	22
20.	Workshop for Exempted Establishments	2	226
21.	Seminar on International Workers	1	71
	Total	6	360
DoP&T SPONSORED PROGRAMMES			
22.	Direct Trainer Skills (DTS)	1	24
23.	Experiential Learning Tools (ELT)	1	15
24.	Facilitation Skills	1	9
25.	Mentoring Skills	1	9
26.	Evaluation of Training(EoT)	1	16
27.	Systematic Approach to Training (SAT)	1	16
	Total	6	89
OUTSIDE TRAINING PROGRAMMES			
28.	Strategic Management for Leadership Excellence, ASCI, Hyderabad	1	20
29.	Leveraging Big Data & Analysis, ASCI, Hyderabad	1	4
30.	Leadership and Change Management, IIM, Ahmedabad	2	50
31.	Public Procurement programme conducted at NIFM, Faridabad	26	106
	Total	30	180
INTERNATIONAL TRAINING PROGRAMME			
32.	Management of Social Security Systems	1	21
	Total	1	21
GRAND TOTAL		69	1189

Appendix – 8 (iii)

Details of the Training Programmes conducted by ZTIs/Sub ZTI during 2018-19			
	ZTIs/Sub ZTI	Number of Programmes	Number of Officials/ Officers Trained
Part-A	North Zone	56	1058
	East Zone	68	1498
	West Zone	66	2388
	South Zone	52	1379
	Sub ZTI Shillong	27	110

Details of the Training Programmes conducted by PDNASS & ZTIs/Sub ZTI during the last three years			
		Number of Programmes	Number of Officials/ Officers Trained
Part-B	2016-2017	240	5501
	2017-2018	308	8147
	2018-2019	313	7622

NOTES

NOTES



BAREILLY



JAMSHEDPUR



JALANDHAR



RAJAHMUNDRY

NEWLY INAUGURATED/CONSTRUCTED OFFICE BUILDINGS



VASHI



JODHPUR



KOLLAM



HYDERABAD

MONTHLY OUTREACH PROGRAMME BY EPFO OFFICES - NIDHI AAPKE NIKAT



4TH BIENNIAL NARAKAS MEETING



TRAINING PROGRAMME AT IIM AHMEDABAD ON STRATEGIC THINKING AND LEADERSHIP



POSTER MAKING COMPETITION DURING VIGILANCE AWARENESS WEEK



EPFO CELEBRATES INTERNATIONAL DAY OF YOGA



INTERNATIONAL TRAINING PROGRAMME ON MANAGEMENT OF SOCIAL SECURITY SYSTEMS



GLIMPSES OF SPORTS ACTIVITIES DURING THE YEAR



223RD MEETING OF CENTRAL BOARD OF TRUSTEES



224TH MEETING OF CENTRAL BOARD OF TRUSTEES

EMPLOYEES' PROVIDENT FUND ORGANISATION
BHAVISHYA NIDHI BHAWAN, 14, BHIKAJI CAMA PLACE
NEW DELHI - 110066