



EPFO

69th ANNUAL REPORT

2021-22

EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT
GOVERNMENT OF INDIA

ANNUAL REPORT

2021-22



EMPLOYEES' PROVIDENT FUND ORGANISATION

Ministry of Labour & Employment

Government of India

www.epfindia.gov.in



229th CBT Meeting, Delhi



230th CBT Meeting, Guwahati



230th CBT, Guwahati



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ABBREVIATIONS

Abbreviations

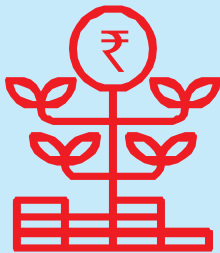
Act
AD
Addl CPFC
APFC
Asstt. Dir (Vig.)
AVS
BIFR
Board
CG
CPFC
CSD
DA
DD
Dir (Vig.)
EPFO
Ex
F & A
FA & CAO
Family Pension Scheme
GOI
HO
IMC
Insurance Fund
Insurance Scheme
IR
IW
MoL&E
NATRSS
NIR
PDNASS
Pension Fund
Pension Scheme
PG
PRO
PF
PSFI
RFD
RO
RPFC-I
RPFC-II
RRC
SC
Scheme
SDS
SSA
U/S
Un-Ex
VIG
ZO
ZTI
ZVD

Words

Employees' Provident Funds & Miscellaneous Provisions Act, 1952
Assistant Director
Additional Central Provident Fund Commissioner
Assistant Provident Fund Commissioner
Assistant Director (Vigilance)
Administrative Vigilance Section
Board for Industrial and Financial Reconstruction
Central Board of Trustees
Central Government
Central Provident Fund Commissioner
Customer Service Division
Dearness Allowance
Deputy Director
Director (Vigilance)
Employees' Provident Fund Organisation
Exempted
Finance and Accounts
Financial Advisor & Chief Accounts Officer
Employees' Family Pension Scheme,1971
Government of India
Head Office
Investment Monitoring Cell
Employees' Deposit Linked Insurance Fund
Employees' Deposit Linked Insurance Scheme, 1976
Immediately Realisable
International Workers
Ministry of Labour & Employment
National Academy for Training and Research in Social Security
Not Immediately Realisable
Pandit Deendayal Upadhyaya National Academy of Social Security
Employees' Pension Fund
Employees' Pension Scheme, 1995
Public Grievances
Public Relations Officer
Provident Fund
Public Sector Financial Institutions
Results Framework Document
Regional Office
Regional Provident Fund Commissioner, Grade-I
Regional Provident Fund Commissioner, Grade-II
Revenue Recovery Certificate
Scheduled Caste
Employees' Provident Fund Scheme, 1952
Special Deposit Scheme
Social Security Assistant
Under Section
Unexempted
Vigilance
Zonal Office
Zonal Training Institute
Zonal Vigilance Directorate

- EPFO administers the Employees' Provident Fund 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 ₹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 ₹ 7,00,000/- without any contribution from employees.

AN AVERAGE DAY AT EPFO 2021-22



**₹ 899.37 Cr. received
as contribution**



**₹ 519.20 Cr. disbursed
to beneficiaries**



**1090 establishments registered
and 75242 members enrolled**



**158289 claims settled
(282 Insurance claims)**



**29449 pensions
disbursed**



**6680 Public
grievances received**



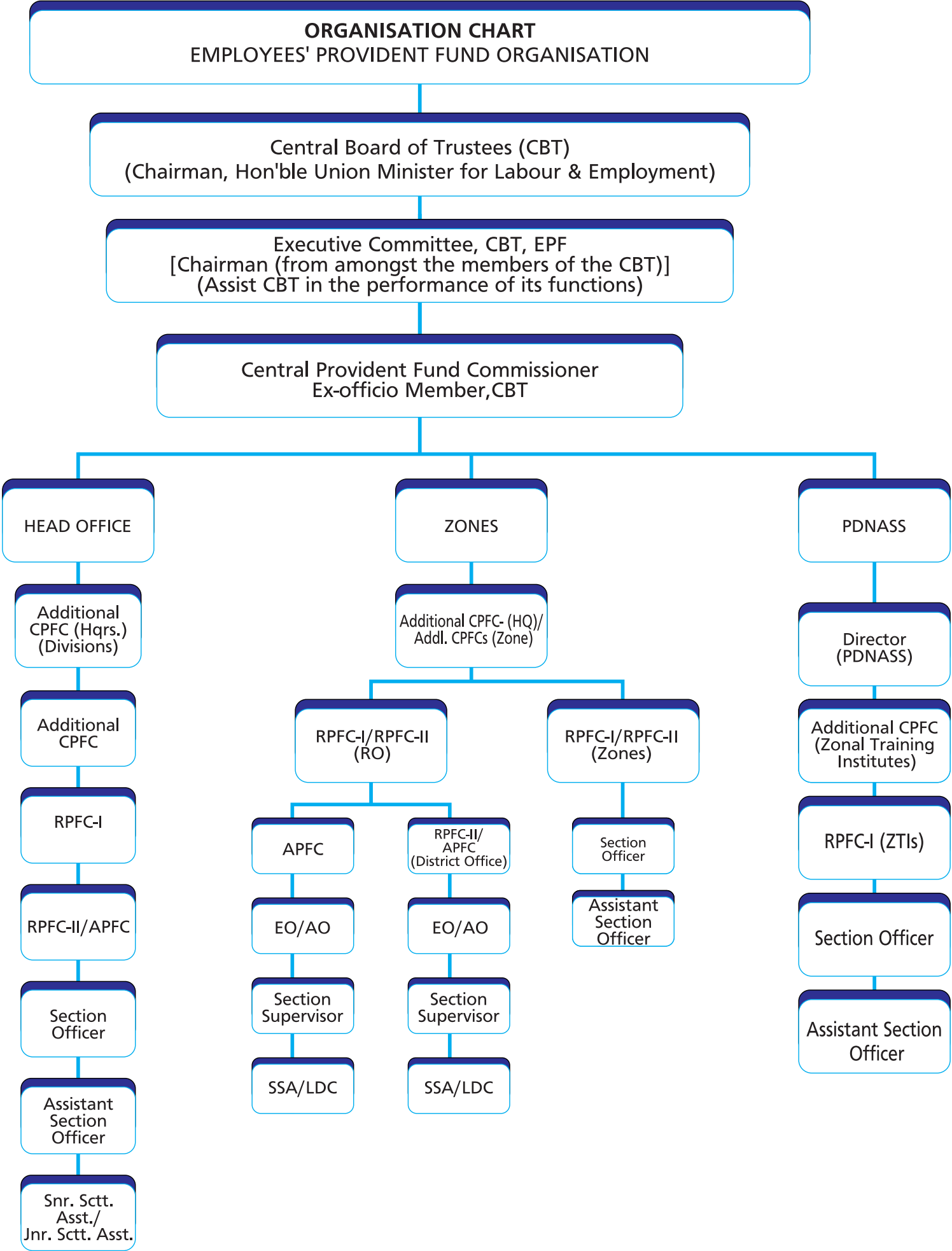
**6569 public
grievances disposed**

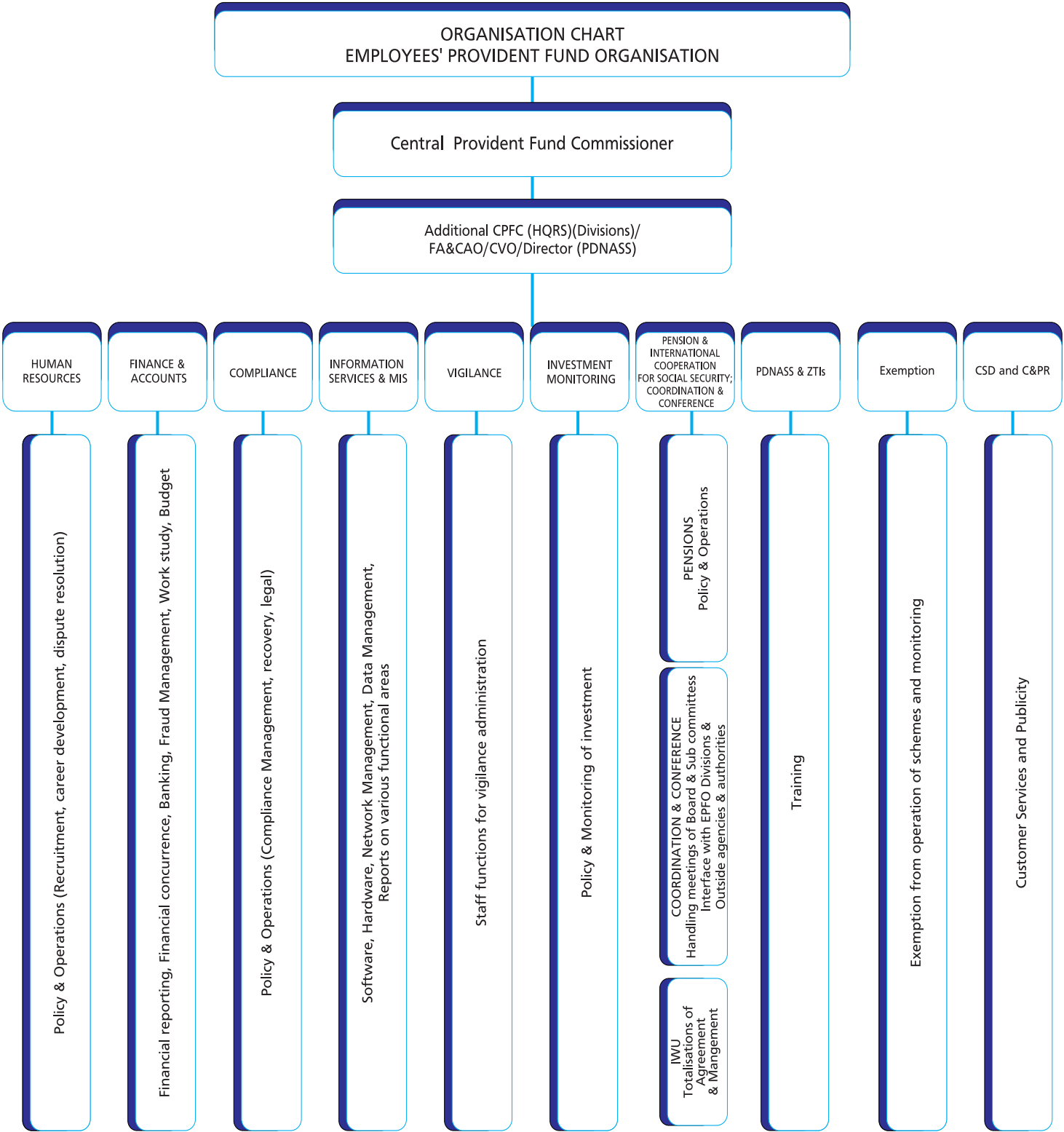


**5337 calls attended
per day (Call Center
Query Resolution)**



**2903176
passbook views**





CHAPTER 1

**Employees' Provident Fund
Organisation**

HISTORICAL PERSPECTIVE

1.1 The framework of social security is an important cornerstone of any modern society. It assures individuals that the society will look after their interest against vagaries of life. The International Labour Organisation (ILO) defines social security as a protection provided to individuals and households by the society to ensure access to health care and to guarantee income security post retirement, unemployment, sickness, invalidity, work injury, maternity or untimely demise. As a basic human right defined in UN instruments, it is widely considered as instrumental in a healthy, positive and productive society.

In India, the social security legislations derive their strength and spirit from the Directive Principles of the State Policy of the Constitution. Article 41 of the Constitution requires that the State shall, within the limits of its economic capacity and development, make effective provision for securing the right to work, to education and to public assistance in cases of unemployment, old age, sickness and disablement, and in other cases of undeserved want. Furthermore, Article 42 expands the obligations to make provision for securing just and humane conditions of work and for maternity relief. Article 47 requires that the State should raise the level of nutrition and the standard of living of its people and improve public health as among its primary duties. These, thus, are the basic frameworks of Social Security provisioning for the citizenry in the country.

Social Security in India was traditionally the responsibility of the family/community when the economy was still localised. However, first with gradual industrialisation post-independence, followed by a more rapid globalisation process and liberalised economy after 1991, the bonds within the community weakened and joint families fragmented into nuclear ones. This has necessitated an institutionalized response in the shape of state-cum-society regulated social security arrangement.

The history of social security protection in India traces its roots to the first Provident Fund Act passed in 1925. Although the law was limited to regulating some private concerns at that time, it aimed to provide social security to the industrial workers after their superannuation or to their dependents in the event of premature death. After several rounds of deliberations starting from 1929, it was generally agreed to bring industrial workers under the Provident Fund scheme while allowing them a choice to opt-out of the fund. It was further recommended that the Central Government would 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 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 lakh workers.

1.2 In 1947, India took a stance at the Asian Regional Conference of the ILO that a contributory provident fund scheme was preferable to a scheme of pension or gratuity payments due to financial and administrative constraints of the economy. For a country that had just become sovereign, the main difficulty in a gratuity scheme was the amount paid to a worker or his dependents to be small as the worker would not himself be making any contribution to the fund. It was later decided that a compulsory contributory provident fund, in which both workers and employers would contribute, was more suitable for the country's workforce protection keeping the following in perspective :

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

1.3 In accordance with the recommendations 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 as 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. A general agreement was reached, 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 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 was replaced by the Employees' Provident Funds and Miscellaneous Provisions Act, on 4th March 1952 (Act No 19 of 1952). The Scheme framed under section 5 of the Act was brought into force in stages and was enforced in its entirety by 1st November 1952. This date is now celebrated as the "Foundation Day" of EPFO.

The working of the Scheme brought out certain issues in the Act such as:

- i) no provision for inspection of exempted factories,
- ii) recovery of dues from such factories,
- iii) payment of damages etc.

1.7 To address these issues, an amendment bill was introduced in the Council of States on 14th September 1952. The bill couldn't be passed during the session but urgent implementation required an amending Ordinance to be promulgated. This was subsequently replaced by the Employees' Provident Funds (Amendment) Act, 1953. The Presidential assent was received on 12th December 1953.

1.8 Consequent upon the enactment of the Jammu & Kashmir Reorganisation Act 2019 on 9th August 2019, the Employees' Provident Funds and Miscellaneous Provisions Act, 1952 has been extended to the entire country repealing the Jammu & Kashmir Employees' Provident Fund and Miscellaneous Provisions Act, 1961.

SCHEMES FRAMED UNDER THE EMPLOYEES' PROVIDENT FUNDS AND MISCELLANEOUS PROVISIONS ACT.

1.9 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 benefits admissible under each of the current schemes are as under:

Provident Funds Scheme	Pension Scheme	Insurance Scheme
<ul style="list-style-type: none"> Accumulations plus interest upon retirement, resignation, death. Partial withdrawals 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 dependents of deceased member viz. widow(er), children, parent/nominee. 	<ul style="list-style-type: none"> In the event of premature death of a member while in service, an insurance upto Rs 7 lakhs is payable. No premium is charged to EPF members for this benefit.

1.11 GOVERNANCE STRUCTURE

The Employees' Provident Fund Organisation (EPFO) is a statutory body under the Ministry of Labour & Employment, Government of India. It administers the Act and the Schemes under the overall supervision of the Central Board of Trustees.

1.12 CENTRAL BOARD OF TRUSTEES

The Central Board (EPF) is a tripartite statutory body constituted by the Central Government under Section 5A of the Act. It has the responsibility to administer the Act and the three Schemes framed under the Act. The Union Minister for Labour & Employment, Government of India is the Chairman of the Board. The tenure of the Board is for five years.

The constitution of the Board is as under:

Chairman	01
Vice Chairman	01
Co-Vice Chairman	01
Central Provident Fund Commissioner - Member Secretary (ex-officio)	01
Central Government's representatives	05
State Governments' representatives	15
Employers' representatives	10
Employees' representatives	10
Total	44

The main functions of the Central Board are:

- Administration of the funds vested in the Board.
- Delegation of Administrative and Financial powers as deemed 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 of EPFO to the Government.

1.13 The Board was reconstituted by the Ministry of Labour & Employment, Government of India on 09.11.2018 and was amended vide Gazette Notifications dated 02.12.2019, 19.03.2020, 26.02.2021, 16.11.2021 and 14.02.2022.

1.14 During the year 2021-22, two meetings of the Central Board were held. Shri Bhupender Yadav, Union Minister for Labour & Employment, was the Chairman of the Board. Shri Rameswar Teli, Union Minister of State for Labour & Employment was the Vice-Chairman of the Board and Shri Sunil Barthwal, Union Labour & Employment Secretary, was Co-Vice-Chairman of the Board. The list of members of the Board as on 31.03.2022 is given in **Appendix-1(i)**.



1.15 COMMITTEES OF THE CENTRAL BOARD OF TRUSTEES

The Committees of the Central Board, consisting of representatives of employers, employees, Government and domain experts are constituted to aid & advise the Board for specific purposes. Incumbent committees were constituted vide Hon'ble Chairman, CBT's office order No. Conf.4(3)2018/CBTCommittee/14263-65 dated 23.01.2019.

A. Finance, Investment and Audit Committee (FIAC)

The terms of reference of the committee are:

- To oversee investments handled by the portfolio managers.
- To supervise timely investment of Trust money with a vision to realize the optimum return thereon.
- To issue investment-related instructions to the portfolio managers, reinvestment of redemption proceeds, interest etc. in accordance with the prescribed pattern of investment & guidelines.

- To recommend a 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 funds to portfolio managers.
- Any other work/responsibility that may be assigned by the Board.

During the year 2021-22, seven (07) meetings of the Committee were held.

Composition of the FIAC as on 31.03.2022 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairperson
2.	1) Additional Secretary, Ministry of Labour & Employment 2) Additional Secretary & Financial Advisor, Ministry of Labour & Employment	Central Government's 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 was the "special invitee" to the FIAC.

B. Pension & EDLI Implementation Committee (PEIC)

The Committee's terms of reference are 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 2021-22, two (02) meetings of the Committee were held.

Composition of the PEIC as on 31.03.2022 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairperson
2.	1) Director/Deputy Secretary (Social Security), Ministry of Labour & Employment 2) Director/ Deputy Secretary (Finance), Department of Financial Services, Ministry of Finance	Central Government's representatives

3.	1) Shri S.K. Sharma 2) Shri Michael Dias	Employers' representatives
4.	1) Shri Sunkari Mallesham 2) Shri Harbhajan Singh Sidhu	Employees' representatives
5.	1) Actuary appointed for valuation of Pension Fund 2) Representative from PFRDA nominated by Department of Financial services/PFRDA	Domain Expert
6.	Additional Central Provident Fund Commissioner (HQ) Pension	Convener

C. Exempted Establishments' Committee (EEC)

The terms of reference of the Committee are:

- 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 2021-22, two (02) meetings of the Committee were held.

Composition of the EEC as on 31.03.2022 is as under:

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

1.16 EXECUTIVE COMMITTEE, CENTRAL BOARD OF TRUSTEES

The Executive Committee is a statutory committee, constituted from and 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, in discharge 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 Chairman 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:

Chairman	01
Central Provident Fund Commissioner, Member Secretary (ex-officio)	01
Central Government's representatives	02
State Governments' representatives	03
Employers' representatives	03
Employees' representatives	03
Total	13

The Executive Committee, CBT (EPF) was reconstituted under Section 5AA of the EPF & MP Act, 1952 by the Ministry of Labour & Employment, Government of India on 20.02.2020 and was amended vide Gazette Notification dated 04.03.2022.

During the year 2021-22, two meetings of the Executive Committee, CBT (EPF) were held. Shri Sunil Barthwal, Union Labour & Employment Secretary was the Chairman of the Executive Committee. The list of members of the Executive Committee as on 31.03.2022 is given in **Appendix– 1(ii)**.



1.17 REGIONAL COMMITTEES FOR THE STATES/UNION TERRITORIES.

The Regional Committees (Employees’ Provident Fund) for States are constituted under the provisions of Para 4 of Employees’ Provident Funds Scheme, 1952 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.

1.18 The Chairman, Central Board, is the competent authority to constitute the Regional Committee (EPF) for the State. 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 successors are appointed and notified in the Official Gazette.

1.19 As per Para 4(1) of the Scheme, the composition of the Regional Committee is as follows:-

Members	No. of Members	Mode of appointment as provided in EPF Scheme
Chairman	1	To be appointed by the Chairman of the Central Board. (Conventionally, Labour Secretary of the State/UT)
Official Members	2	To be appointed by the Chairman of the Central Board on recommendation of the State Government.
Employers' Representatives	2	To be appointed by the Chairman of the Central Board in consultation with such organisations of employers in the State as may be recognized for the purpose by the Central Government.
Employees' Representatives	2	To be appointed by the Chairman of the Central Board in consultation with such organisations of employees in the State as may be recognized for the purpose by the Central Government.
Non-Official Members	-	All non-official members of the Central Board ordinarily resident in the State.

As per provision to Para 4(1) of the Scheme, the Chairman of the Central Board may appoint up to five additional representatives of the employers or, as the case may be, the employees.

CHAPTER 2

Overview Of The Act & Scheme

APPLICATION OF THE ACT

COMPULSORY COVERAGE

2.1 The Act extends to the whole of India, including two Union Territories, Jammu & Kashmir and Ladakh. The Act is currently applicable:

- i. to every establishment, which is a factory engaged in any industry specified in Schedule-I of the Act in which twenty or more persons are employed; and
- ii. 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 employee strength for the purpose of coverage under the Act is five.

VOLUNTARY COVERAGE

2.3 An establishment which does not otherwise fall under the purview of Act, can get itself covered voluntarily when the employer and the majority of its employees agree that the provisions of the Act should be made applicable to their establishment. This can be done 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 establishments opting to take voluntary coverage to extend social security to their employees were 2,00,823.

EXCLUSION FROM COVERAGE

2.4 The Act does not apply to:

- i. any establishment registered under the Co-operative Societies Act, 1912 (2 of 1912), or under any other law that is currently in force in any State relating to co-operative societies employing less than 50 persons and working without the aid of power;
- ii. any other establishment belonging to or under the control of the Central Government or a State Government 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
- iii. any other establishment set up under any Central or State Act 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 31.03.2022 are given in **Appendix-2(i)**. Zone wise position is given in **Appendix-2(ii)** and State-wise position is given in **Appendix-2(iii)**.

2.7 Maharashtra State followed by Karnataka has the largest number of members. 59.26% of the members are concentrated in five states namely Maharashtra, Karnataka, Tamil Nadu, Gujarat and Delhi.

2.8 Out of the Industries/Classes of establishments, to which the Act applies, 89.49% members and 83.58% establishments are concentrated in 25 categories indicated in **Appendix-2(iv)**.

EMPLOYEES' PROVIDENT FUNDS SCHEME, 1952

2.9 Employees' Provident Fund Scheme, 1952 is the first scheme under the EPF & MP Act, 1952, that came into effect on 1st November, 1952. It is a statutory benefit available to the employees post retirement or when they leave the services. In case of deceased employees, their dependents are entitled for the benefits. Under the scheme both employers and employees make their contribution towards the fund. Interest earned on the amount is credited to the members Provident Fund Account (PF accounts) and is available to the employees at the time of retirement or exit from employment as the case may be, provided certain conditions are fulfilled.

2.10 Objective: The objective of the scheme is to provide post-retirement benefit for the employees or a class of employees or their legal heir (in case of death), employed in an establishment to which the EPF Act applies.

2.11 Coverage: The Scheme mandates coverage of all establishments under its scheduled list of establishments/factories, employing 20 or more persons.

2.12 Membership: The Scheme mandates coverage of all establishments under its scheduled list of establishments/factories, employing 20 or more persons, wherein, employees earning monthly wages equal to or less than Rs. 15,000/- (Basic + DA) have to be mandatorily covered.

2.13 Contribution: Member's contribution (12% of EPF wages) and employer's contribution (3.67% of EPF wages, after diverting 8.33% of the total 12% share towards EPS) goes towards the EPF account of the member.

*The rate of contribution, for both the employer and the employee is 10% of the wages for certain categories of establishments.

2.14 When the scheme was launched in 1952, an employee earning upto ceiling of Rs. 300/- per month and who had worked for one year was eligible for membership of the EPF. Chronological order of the change of wage ceiling and qualifying period for membership 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 MEMBERSHIP (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 worked for 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 worked for 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

2.15 Rate of Interest

The rate of interest on EPF accounts has been declared as 8.10% for the FY 2021-22.

2.16 Recent Amendments

- 2020: Special provisions for non-refundable advance to EPF members in the event of an outbreak of pandemic.
- 2018: Non-refundable advance in case of continuous unemployment for a period of not less than one month.
- 2017: Implementation of Direct Benefit Transfer through electronic or digital mode.
- 2016: An amnesty scheme in the form of Employees Enrolment Campaign waiving liability towards penal damages and employees' share of PF contribution.
- 2015: Mandatory deposit of Contribution through Internet Banking.

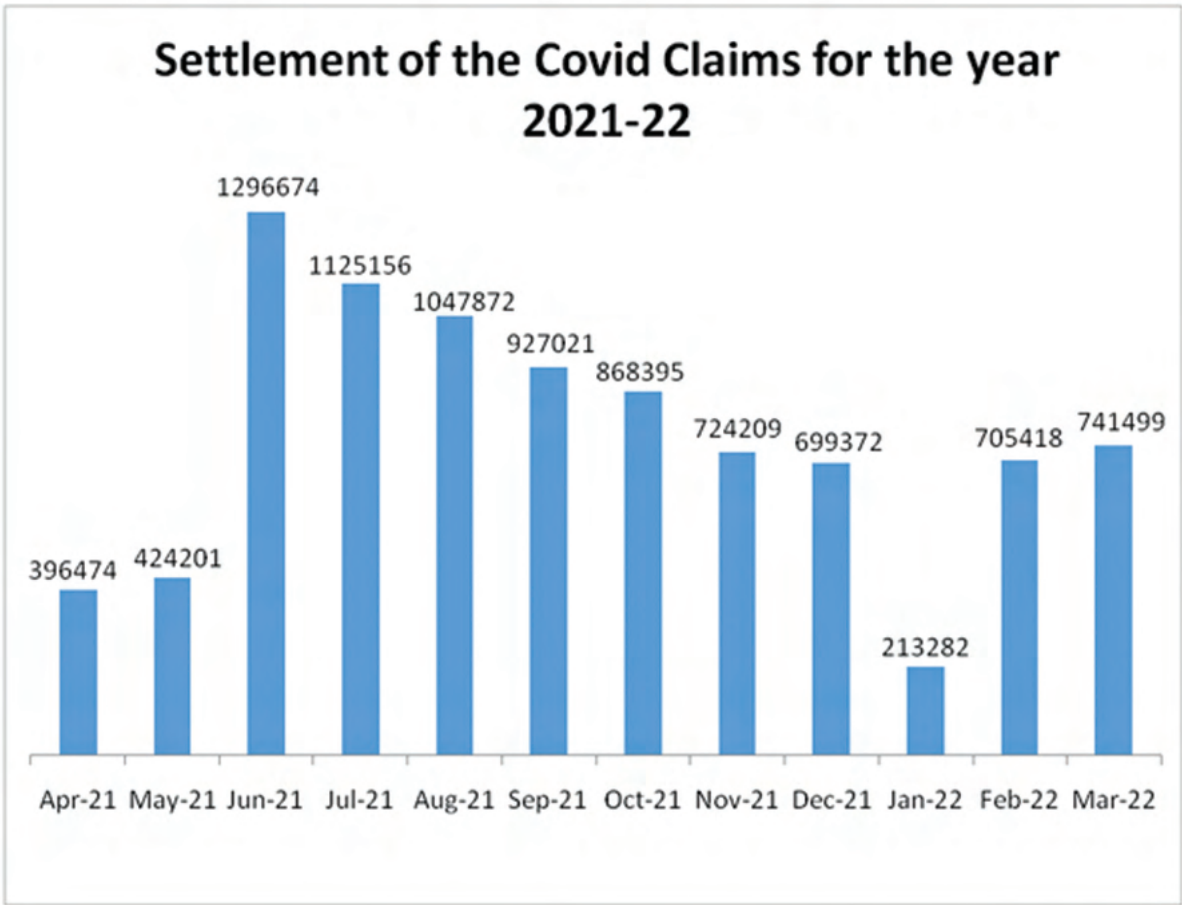
2.17 Advances under EPF Scheme: Apart from Final Settlement/withdrawal under the EPF schemes, 1952, the following advances are allowed to the members to meet their various needs as per the conditions & their eligibility:-

Sl. No.	Para of the EPF Scheme	Nature of Advance
1.	68B-68BD	For purchase of plot/flat, construction of House, Repair of house, etc (Minimum 5 years of service)
2.	68H	Grant of advances in special cases, like, unemployment, closure of the establishment, nonreceipt of wages for more than 2 months, etc.
3.	68J	Grant of advances in case of Illness of self/family
4.	68K	Advance from the Fund for marriages or post matriculation education of children (Minimum 7 years of service)
5.	68L	Advance in case of Natural Calamities. (Covid advance was introduced in March, 2020 under Para 68L(3) of the Scheme)
6.	68M	Advance in case of cut in electricity supply
7.	68N	Advance for purchase of equipment by a physically handicapped person (Minimum 3 years gap between 2 advances)
8.	68NN	Withdrawal within 1 year before retirement. (After attaining the age of 54 years or more)

2.18 SPECIAL ACHIEVEMENTS DURING COVID PERIOD

- i. EPFO, while inserting Sub-Para (3) under Para 68L of the EPF Scheme, 1952 vide GSR Notification No. 225(E) dated 27.03.2020 has introduced a non-refundable advance to the EPF subscribers in abnormal conditions like outbreak of pandemic.
- ii. The quantum of permissible advance under Sub-Para (3) under Para 68L of the EPF Scheme, 1952 is either three months of EPF wages, or upto 75% of the amount standing to credit of the member in the EPF account (whichever is lower).
- iii. Majority of Covid claims are being settled within 3 days.
- iv. EPFO has further extended this facility during the 2nd COVID-19 advance 31.05.2021. During the year 2021-22, EPFO has disbursed 2nd COVID advance to 42.56 Lakh members amounting to Rs. 8036.26 Crore. During the year 2021-22, total 91,69,573 total Covid claims were settled and a total amount of Rs. 19,126.29 Crore had been disbursed to enable members to swim through the tough phase of COVID-19 pandemic situation.
- v. The year-wise summary of Covid advance claims is as under :-

Financial Year	Covid Claims	
	No. of Beneficiaries	Amount Disbursed (Rs. in Crore)
2019-2020 (w.e.f. 27.03.2020)	33	0.06
2020-2021	69,26,514	17,106.17
2021-2022	91,69,573	19,126.29
TOTAL	1,60,96,120	36,232.52



EMPLOYEES' PENSION SCHEME, 1995

BRIEF HISTORICAL NOTE

2.19 The Employees' Pension Scheme, 1995 (EPS) came into effect on 16th November, 1995. With its introduction, the erstwhile Employees' Family Pension Scheme, 1971 (EFPS) ceased to operate and all the assets and liabilities of this 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.

2.20 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 survivor-ship coverage to Members and their families. The Employees' Pension Scheme, 1995 is funded by diversion of an amount equivalent to 8.33% of the monthly wages 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

2.21 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 wage 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.

2.22 EPS, though effective from 16.11.95, has a provision for optional retrospective 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

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

- a) Member Pension upon superannuation at 58 years of age.
- b) Early Member Pension from age of 50 years.
- c) Disability Pension on permanent and total disablement during service.
- d) Widow/Widower Pension on death of Member or Pensioner.
- e) Children Pension for 2 children at a time till the age of 25 years on death of the member.
- f) Orphan Pension to 2 orphans at a time till the age of 25 years on death of a member when there is no spouse or on death of spouse.
- g) Disabled Children/Orphan Pension for the entire life of the disabled child/orphan.
- h) Nominee Pension on death of member and paid for life to a person duly nominated by the member in case there is no family as defined under EPS, 1995.
- i) Pension to dependent father/mother upon death of a member provided there is no family or nominee of the member.
- j) Withdrawal benefit on exit from service or on superannuation provided member has not rendered service eligible for pension.

2.24 EPS is a significant 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 yrs 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

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

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

2.26 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, 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.

2.27 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, namely, the period of pensionable service rendered by the member and the pensionable salary.

2.28 Those 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.

FINANCIAL STATEMENT- PENSIONERS

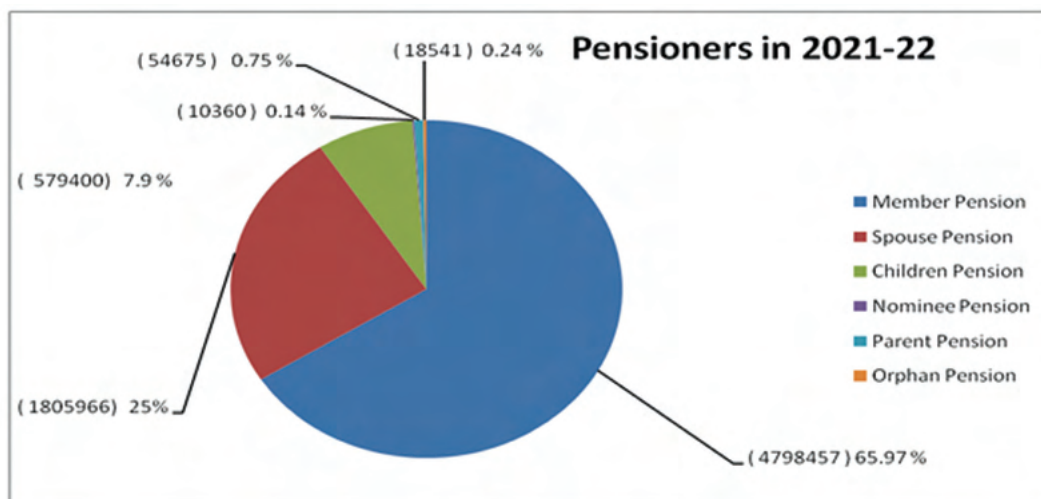
2.29 The EPS has, since its inception, grown in terms of the beneficiaries at a rapid pace. In the last five years the overall growth in terms of the pensioners being benefited by the scheme has increased at more than **5%** to **10%** year on year. The increase in the number of pensioners in the last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

Distribution of Pensioners (Category-wise) under the Employees' Pension Scheme, 1995							
Year	Member Pension	Spouse Pension	Children Pension	Nominee Pension	Parent Pension	Orphan Pension	Total Pensioner
2017-18	4211685	1431613	556510	10562	41740	21080	6273190
2018-19	4325413	1477583	573580	10538	43264	21368	6451746
2019-20	4477710	1565361	562352	10424	46922	19948	6682717
2020-21	4627733	1657184	555785	10402	49791	18928	6919823
2021-22	4798457	1805966	579400	10360	54675	18541	7273898*

* The above Total for FY 2021-22 does not include ROC pensioners which are 6499 in nos. Taking them into account, Total pensioners for FY 2021-22 are 72,73,898.

Member Pensioners constitute **66%** of the total number of pensioners during 2021-22. Spouse and Children Pensioners together account for about **33%** of the pensioners.

The distribution of pensioners in the year 2021-2022 is shown in the figure below:-

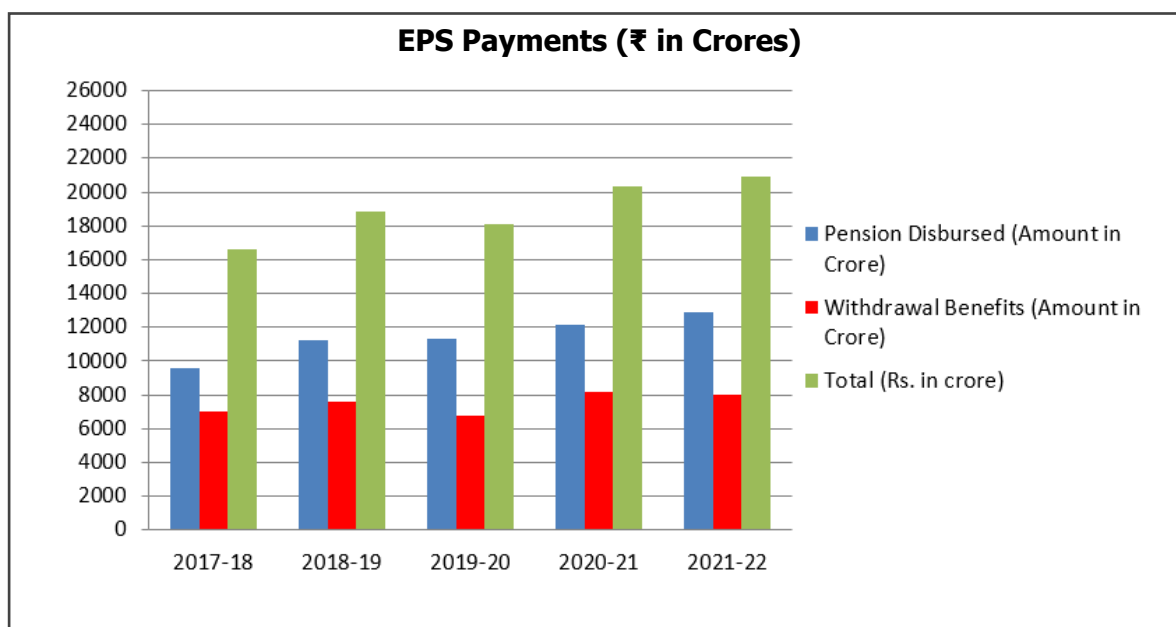


Classification of pensioners of EPS,1995 into various categories as on 31.03.2022 is shown at **Appendix-2 (v)**.

EPS FUND - RECEIPTS, PAYMENTS AND CORPUS

2.30 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 fund has consistently had more receipts than payment outgo since its inception and the position in the last five years is depicted in the tables and the graph below:

EPS Payments (Rs. in crores)			
Year	Pension Disbursed	Withdrawal Benefits	Total
2017-2018	9,613.59	6,983.45	16,597.04
2018-2019	11,207.34	7,636.41	18,843.75
2019-2020	11,320.89	6,796.62	18,117.51
2020-2021	12,172.56	8,206.41	20,378.97
2021-2022	12,933.12	7,989.01	20,922.14



2.31 Along with the increase in the pension and withdrawal benefit payments; there has been a continuous increase in the receipts and corpus due to growth in the membership as well as general increase in wages. The growth in the receipts and corpus in the last five years is 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
2017-18	36,618.23	5,757.42	42,375.65	30,260.66	3,93,604.40
2018-19	40,259.74	6,401.90	46,661.64	32,982.68	4,37,762.54
2019-20	44,448.55	7504.59	51,953.14	39,042.05	5,30,846.39
2020-21*	44,009.53	6,552.48	50,562.01	41,746.18	5,99,519.34
2021-22*	49,719.98	7,806.20	57,526.18	50,613.95	6,89,210.72

* Un-audited

The accumulated corpus of the EPS has grown steadily and since the year 2017-18, corpus has increased by almost 75.10 %.

IMPLEMENTATION OF MINIMUM PENSION PROVISION

2.32 During the year 2014-15, one of the long awaited demands for implementation of a minimum pension was given effect to. The Central Government 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 five years are as follows:

Year	No. of Pensioner benefited	Amount paid as original pension (Rs. In Crores)	Amount Paid as per minimum pension notification (Rs. in Crores)	Difference amount (Rs. in Crores)
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
2019-20	19,82,612	1,403.97	2,311.83	907.86
2020-21	19,70,670	1415.03	2315.70	900.67
2021-22	20,44,136	1421.57	2348.31	926.74

2.33 After implementation of the minimum pension notification, the pension for all member/widow(er)/disabled/nominee/dependent parent pensioners whose original pension were less than Rs.1,000/- p.m. have 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 members/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 2021-2022 is given in **Appendix-2(vi)**.

ACTUARIAL VALUATION OF THE EMPLOYEES' PENSION SCHEME, 1995

2.34 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 Actuary appointed for the 22nd and 23rd valuation of Employees' Pension Fund for the year 2017-18 and 2018-19 has completed the valuation and the report is under consideration with the Government. The process for appointment of Actuary for 24th and 25th valuation for the year 2019-20 and 2020-21 is under process. Details are given in **Appendix-2(vii)**.

PENSION DISBURSEMENT

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

2.36 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 arrangements with Nationalized Commercial Banks for this purpose. Centralized pension disbursement arrangement agreements have also been made with HDFC Bank, ICICI Bank, Axis Bank and Post offices to disburse pension and other benefits all over India.

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

IMPORTANT DEVELOPMENTS RELATED TO EPS 1995

2.38 The Central Government has amended the EPS 1995 vide Gazette Notification No. G.S.R. 132(E) dated 20.02.2020 and inserted paragraph 12-B, allowing for restoration of normal pension after 15 years from the date of commutation of pension.

2.39 EPFO vide circular no. Pension-I/17(10)/2016-17/Jeevan Pramaan/10941/8496 dated 18.12.2019 has replaced the system of submission of Life Certificate/Jeevan Pramaan by EPS, 1995 pensioners in the month of November in each year by a system of submission of Life Certificate/Jeevan Pramaan after a year from the date of submission of last Life certificate/Jeevan Pramaan. Accordingly, pensioners will have to submit a Life Certificate/Jeevan Pramaan in the same month during next year failing which the pension will be stopped from the succeeding month.

2.40 EPFO has launched an initiative "Prayaas" for grant of Pension Payment Order (PPO) to a new pensioner on the date of his superannuation. Under this initiative, the member as well as his employer are suitably facilitated and guided through the process for submission of claim forms in advance so that the member's PPO is issued early.

EMPLOYEES' DEPOSIT LINKED INSURANCE SCHEME, 1976.

2.41 Employees' Deposit Linked Insurance Scheme - 1976 (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 employee for availing the insurance cover.

APPLICATION AND COVERAGE

2.42 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

2.43 The following benefit is provided in case of death of an employee who was a member of the scheme at the time of his/her death:-

1. The family will get an amount equal to the average balance in Provident Fund 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.
2. Where the deceased member was in employment for a continuous period of twelve months, preceding the month in which he/she 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 five times plus fifty percent of the average balance in the Provident Fund account of the deceased during the preceding twelve months subject to a ceiling of one lakh and seventy five thousand rupees.

2.44 Important Amendments in the EDLI Scheme vide G.S.R. 299 (E) dated 28.04.2021:

- Maximum assurance benefits enhanced to ₹7,00,000/- from earlier ₹6,00,000/-
- Minimum assurance benefits of ₹2,50,000/- has been restored retrospectively w.e.f. 15.02.2020.
- The minimum and maximum assurance benefits will be payable to members who were in employment for a continuous period of 12 months preceding the month in which the member died irrespective of change of establishment during the said period.
- Power to grant exemption to a class of employees under Para 28 (4) of EDLI Scheme has been delegated to ACC Zone.
- The monetary fine payable under Paragraph 29 of EDLI Scheme has been enhanced to Rs 25,000.

2.45 EDLI Claims settled and amount disbursed in the last 5 Years is as under: -

Key Figures for the last 5 Financial Years		
Financial Year	Claims Settled	Total Amount (in ₹ Crore)
2017-18	36,391	640.31
2018-19	36,938	780.21
2019-20	38,022	894.51
2020-21	34,459	874.81
2021-22	69,640	2081.70

Top 5 States in respect of Members



Top 5 States in respect of Establishments



Total Members - State wise



Total Establishments - State wise



CHAPTER 3

Performance Management In EPFO

3.1 OUR MANDATE - CITIZENS' CHARTER

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

VISION

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

MISSION

To meet the evolving needs of comprehensive social security in a transparent, contactless, faceless and paperless manner.

To ensure Nirbadh services with multi-locational and auto claim settlement process for disaster proofing EPFO.

To ensure ease of living for members and pensioners, and Ease of Doing Business for employers by leveraging Government of India's technology platforms for reaching out to millions.

3.2 SERVICE STANDARDS

Sr. No.	STANDARDS*	
1.	Settlement of form-19 (PF– withdrawal) final	7 working days
2.	Settlement of form 31 (PF–Pandemic advance)	3 working days
3.	Settlement of form 31 (PF–Illness advance)	3 working days
4.	Settlement of form 31 (PF–Part withdrawal)	7 working days
5.	Settlement of form 13 (PF-transfer)	7 working days
6.	Settlement of form 20 (PF–Withdrawal by nominee)	3 working days
7.	Settlement of form 10 D (Pension–monthly pension)	7 working days
8.	Settlement of form 10C (Pension–withdrawal/ Scheme Certificate)	7 working days
9.	Settlement of form 5 IF (Insurance–payment to nominee)	3 working days
10.	Redressal of grievances	7 working days
11.	Issue of certificate of coverage	3 working days

*EPFO endeavors to achieve the above aspirational standards over and above the statutory mandate in respect of claims settlement.

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

3.3 ENTITLEMENTS AND EXPECTATIONS OF MEMBERS

- Membership under Provident Fund, Pension and EDLI schemes of the covered establishment is subject to the scheme provisions
- To access services of EPFO in a faceless and contactless manner through mobile phones, independent of employer

- Get KYC updation in online mode with reduced employer dependence
- Get demographic details corrected, file nominations and date of leaving service (exit date) updated also in online mode without making physical visits to EPFO or to employers
- Get accounts portability done digitally
- Obtain assistance in availing online services and get acknowledgement for submission of any document offline
- Approach any officer for redressal of grievance in respect of an establishment, including an exempted establishment, without prior appointment
- Demand conduct of orientation programmes for members
- MEMBER e-SEWA: <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>

3.4 ENTITLEMENTS AND EXPECTATIONS OF PENSIONERS

- Issue of Pension Payment order (PPO) on day of retirement
- Get the PPO in digital format safely stored in DigiLocker
- Get monthly pensions on first day of the month
- To submit digital life certificate (Jeevan Pramaan Patra) anytime-anywhere once a year to disbursing bank branch, CSC, Postal Services or PF office
- To receive details of Pension Calculation
- To avail services at the pensioner portal and get an updated e-passbook.
- To change pension payment branch or transfer pension to nearest Regional office
- Pensioners Portal: <https://mis.epfindia.gov.in/PensionPaymentEnquiry/enquiry.jsp>

3.5 ENTITLEMENTS AND EXPECTATIONS OF EMPLOYERS

- Voluntary registration under the Employees' Provident Funds & MP Act 1952 without any human interface
- Avail faceless interaction with EPFO through online services and transactions
- Avail geographically delinked e-Inspection facility for ensuring voluntary compliance in objective and transparent manner
- Avail virtual hearing facility in quasi-judicial cases under EPF & MP Act, 1952 through Video conferencing by use of secure IT applications
- Demand for dedicated Nodal/Relationship Officer in each field office
- Demand for clarifications/guidance relating to provident fund matters
- Demand conduct of orientation programmes for employers
- Demand an Identity Card from the visiting PF inspector
- Meet the Officer in-charge to resolve any pending issue

Unified Portal: <https://unifiedportal-emp.epfindia.gov.in/epfo>

Shram Suvidha: <https://registration.shramsuvudha.gov.in/user/login>

3.6 EXPECTATIONS FROM MEMBERS

- Create a UAN based login (if the UAN has been allotted for the first time) and link his KYC(s) including his Aadhar.
- In order to avail auto-transfer of accounts, submit UAN with details of previous membership of the fund to the present employer.
- File e-nominations, get demographic details updated to avail services in a seamless manner.
- Furnish bank account along with other KYC details online against UAN.

- Avail services of social media accounts of EPFO on Twitter, Facebook and WhatsApp to report any issue with EPFO.
- Refer to frequently asked questions (FAQs) available on EPFO website to understand the process of availing benefits.

3.7 EXPECTATIONS FROM PENSIONERS

- To submit Jeevan Praman Patra every year to continue receiving pension.
- To submit details of a new bank branch in case of switching bank branch for pension disbursement with change in residence.
- Avail services of DigiLocker for safe custody and easy retrieval of the pension documents.
- To avail the services of nearest Common Service Centres (CSC), Postal services or UMANG App to submit Jeevan Pramaan Patra.
- Use UMANG mobile application to view pension passbooks.
- In case of death of the pensioner, intimation to be submitted promptly by the survivor so that widow/widower/children pension can start, if applicable.

3.8 EXPECTATIONS FROM EMPLOYERS

- Ensure compliance of all the statutory provisions under the Act and allied schemes.
- Enroll all eligible employees from the wage month in which the employee has joined.
- Submit monthly returns electronically and make the corresponding remittances through the unified Portal.
- Link/generate UAN of a new employee and update the date of exit of such members who have left the employment within 15 days of the following month.
- Get all employees of the establishment to update their KYC details and to create their UAN based login to avail the online services.
- Promptly forward the cases of request from the members for the rectification of the errors in their basic details after duly verifying the same from their records.
- Furnish reply to e-Inspection notice with supporting documents within the specified time limit.
- Attend webinars sessions organised by EPFO on various issues to facilitate Ease of Doing Business.
- Resolve and reply to all grievances/issues referred by the PF Office within 5 working days.
- Exempted establishments to extend benefits at par or better than EPFO to their members.

3.9 GRIEVANCE REDRESSAL MECHANISM

- Dedicated revamped grievance portal EPFIGMS for handling grievances digitally.
- Grievance redressal made more convenient through Business WhatsApp accounts at field offices apart from Facebook and Twitter.
- Regular holding of Webinars by field offices for awareness generation and solving grievances of employers, employees and pensioners.
- General time limit for settlement of any grievance shall be 7 working days.
- In case of non-redressal, the grievance will be escalated to next higher authority

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

URL to lodge online grievance:

- www.epfigms.gov.in, www.pgportal.gov.in
- Facility available on UMANG mobile app
- Call centre Toll Free No. 1800118005
- Call centre operational on all 7 days
- Business WhatsApp account at each field office for grievance redressal.
- Social media accounts: Twitter: @socialepfo, Facebook: /socialepfo
- Facilitation centers at field offices are at the service of all stakeholders

3.10 EPFO PRESENCE

EPFO has a nationwide network of 21 Zonal Offices, 138 Regional Offices, 114 District Offices, 05 Special State Offices and 04 Service Centres. These offices reach out to the stakeholders and ensure extension of social security services. List of EPFO offices is at Appendix-3(i).

Contact details are available at www.epfindia.gov.in>>contact us.

3.11 NUMBERS SPEAK FOR US

Following terminologies are relevant to comprehend the reach of EPFO and its services:-

- A "member" of the Employees' Provident Fund, i.e. a member having PF balance in his/her EPFO account. As on 31st March 2022, there were 27.74 crore members.
- Each EPFO member is now identifiable through a number called Universal Account Number (UAN). UAN is a permanent number and remains the same life long allowing portability of accounts while changing employment. This is also useful to access online services any time anywhere. Number of UANs allotted till 31.03.2022 is 16.70 Crore.
- "Contributing members" refer to those making regular contributions through their establishments. During 2021-22, there were an average of 4.63 crore contributing members.
- Establishments registered with EPFO - Establishments and their branches can apply for and get unique PF code numbers. There are two types of establishments namely Unexempted and Exempted. The Unexempted establishments are directly served by EPFO. The Exempted establishments are permitted to service their employees directly. However, they are monitored and audited by EPFO for compliance with the Act and the quality of services provided.
- As on 31st March 2022, there were 18,65,791 unique PF code numbers registered with EPFO. Out of these, 18,62,339 were PF un-exempted codes and 3,452 were PF exempted codes.
- Average number of contributing establishments during the year 2021-22 was 5,91,184.

SERVICE AREA

- 2,69,246 additional establishments were allotted PF codes during the year taking the cumulative total to 18.66 lakh on 31st March 2022.

- 5.91 lakh establishments (average) remitted dues in respect of 4.63 crore members (average). Details are given in **Appendix-3(ii)**.
- During the year, 390.97 lakh claims were settled. Summary of all claims settled is given in **Appendix-3(iii)**. Zone and category wise settlement of claims is given in **Appendixes- 3(iv) to 3(x)**.
- During the year, EPFO catered to 72.74 lakh pensioners.
- During the year, Annual Accounts in respect of 11.24 lakh establishments were updated. Details are given in **Appendix-3(xi)**.

FINANCIAL AREA

- Contribution received during the year in the unexempted sector was Rs. 2,22,143.50 Crore.
- Benefits paid during the year in the unexempted sector amounted to Rs. 1,28,242.49 Crore.

COMPLIANCE AREA

EPFO regularly conducts compliance audits for default containment. The Act provides for judicial assessment of dues and dispute resolution. Through a defined process, the stakeholders are heard before passing a judicial order.

- During the year 47,562 enquiries were concluded; while 6,797 were under Section 7A of the Act, 40,765 were under Section 14B of the Act.
- As on 31st March, 2022, there were 29,199 enquiries pending which included 10,052 under Section 7A of the Act and 19,147 under Section 14B of the Act. Of these, 7,785 (77.45%) enquiries under Section 7A of the Act were pending for more than six months and 6,578 (34.36%) enquiries under Section 14B were pending for more than six months.
- Rs. 5967.89 cr. were assessed as amount due from defaulting unexempted establishments during the year.
- Rs. 2564.20 cr. were recovered from defaulting unexempted establishments.
- Rs. 12742.20 cr. remained outstanding to be recovered from unexempted establishments. (Rs. 4102.39 cr. being Penal Damages and Interest).
- Rs. 1460.24 cr. remained pending for recovery from exempted establishments.
- Total amount of Rs. 14,202.44 cr. was pending for recovery as on 31st March, 2022.
- Total amount in Not Immediately Realisable (NIR) Category, as on 31st March 2022, was Rs. 8,812.69 crore, which was 69.16% of outstanding demand (unexempted category) of Rs.12742.20 crore. NIR amounts are locked in primarily because of pendency of litigations in various courts of the country.

3.12 Summary of Statistical Abstract (2021-22) is given in **Appendix-3(xii)**.

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 workforce of the country engaged in the industries, factories, and class of establishments to which the statute applies. The schemes under the legislation also cater to the interest of international workers.

ROLE OF COMPLIANCE

4.2 The role of compliance begins with coverage of establishments under sections 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 under the Act and the Schemes framed thereunder in enrolling their employees as "Members" of the fund, deducting contributions from their salaries and depositing the same to the fund along with their matching contribution. The employers are also required to deposit their contribution towards the Inspection and Administrative Charges under the Act.

4.3 Action in the case of non-compliance

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

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

The following actions are provided in the Act against defaulters to secure compliance under the Act:-

i. Inquiries under section 7A – For deciding applicability of the Act in case of disputes or for determination of amounts due from any employer under the provisions of this Act, the Provident Fund Scheme, the Pension Scheme or the Insurance Scheme, as the case may be, inquiries under Section 7A are provided. Inquiries under the Act are judicial proceedings with powers for enforcing the attendance of any person or examination on oath, requiring the discovery and production of documents, receiving evidence on affidavit, and issuing commissions for the examination of witnesses under the code of civil procedure.

(The data regarding Initiation and disposal of Assessment Cases under Section 7A of the Act and Periodicity of Pending 7A cases are placed at **Appendix-4(vii)** and **4(viii)** respectively).

ii. 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 due till the date of its actual payment.

(The data regarding Levy of Interest u/s 7Q in respect of all three schemes (Unexempted) (in cr.) is placed at Appendix-4(ix)).

iii. Action under section 14B– Levy of damages, as a penalty, for belated remittance of contributions due from any employer or transfer of accumulations required to be transferred by him 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.

(The data regarding Cases of Levy of Damages u/s 14B (Unexempted) and Levy of damages u/s 14B in respect of all three schemes (Unexempted) (in cr.) are placed at Appendix-4(x) and 4(xi) respectively).

iv. Action under section 8F – Issue of prohibitory orders to 3rd parties including post offices, bankers, insurance companies, 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 dues.

v. Action under section 14 – Filing of prosecution 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 offense repeatedly or any other contravention of a provision of the Act or Schemes framed thereunder.

(The data regarding Prosecution Cases under Section 14 of the Act (Unexempted) (EPF Scheme) is placed at **Appendix-4(xiii)**).

vi. Action under para 76 of the EPF Scheme 1952- Punishment (s) for failure to pay a contribution, etc., if any person:-

- (a) deducts or attempts to deduct from the wages or other remuneration of a member the whole or any part of the employer's contribution, or
- (b) fails/refuses to submit any return, statement, or other document required by this scheme or submits a false return, statement or other documents, or makes a false declaration, or
- (c) obstructs any Inspector or other official appointed under the Act or this Scheme in the discharge of duties or fails to produce any record for inspection by such inspector or other officials, or
- (d) is guilty of contravention of or non-compliance with any other requirement of this Scheme, he/ she shall be punishable with imprisonment which may extend to one year, or with a fine which may extend to four thousand rupees or with both.

vii. Action under the Indian Penal Code 1860

- a) Complaint under section 406 - Punishment for criminal breach of trust:- Whoever commits criminal breach of trust shall be punished with imprisonment of either description for a term which may extend to three years, or with a fine, or with both.
- b) Complaint under section 409 - Criminal breach of trust by a public servant, or by banker, merchant or agent - whoever, being in any manner entrusted with property, or with any dominion over the property in his capacity of a public servant or in the way of his business as a banker, merchant, factor, broker, attorney or agent, commits criminal breach of trust in respect of that property, shall be punished with imprisonment for life or with imprisonment of either description for a term which may extend to ten years, and shall also be liable to fine.

Filing cases U/s 406/409 of the IPC 1860 with police 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 amount to 'criminal breach of trust' and is a cognizable offense.

(The data regarding Cases before the Police Authorities under Section 406/409 of IPC (Unexempted) and Cases before various Courts under Section 406/409 of IPC (Unexempted) are placed at **Appendix-4(xvi)** and **4(xvii)** respectively).

viii. Action under section 110 Crpc – Requiring the employers who habitually fail or attempt to fail in making payment of provident fund and allied dues to execute the bond, with sureties, for 'good behaviour' with the Executive Magistrate.

4.4 e-Governance initiatives

- (i) Common online registration of establishments on the Shram Suvidha Portal.
- (ii) Facility for auto calculation and deposition of interest under Section 7Q (interest) and damages under Section 14B of the Act.
- (iii) Facility to see the compliance status of any registered establishment online on the 'Establishment Search Portal'.

(iv) Compliance e-proceedings -

- E-proceedings management system for inquiries under the EPF & MP Act, 1952 is enabled through the Compliance e-Proceedings Portal.
- All Field Offices initiate and conduct all inquiries only through Compliance e-Proceedings Portal.
- URL of Compliance e-Proceedings Portal to enable the employer to know case status including next date of hearing & daily orders-<https://eproceedings.epfindia.gov.in/epfo/public/caseenowisearch.php>

(v) Initiation of Virtual Hearing from 01.10.2020

- The Organisation has launched virtual hearings in inquiries under Section 7A and 14B of the Act to fast track dispute resolution and assessment of the dues of workers. The move is a step towards the EPFO's objective of faceless hearings with a view to providing expeditious and affordable adjudication to covered employers and members.
- It has eliminated the need for the physical presence of parties in hearings before the Adjudicating Officer leading to ease and convenience for employers and employees to appear in hearings from the remote location of their choice.
- E-notices and online recordings of proceedings and communication of orders have become possible by combined use of secure video conferencing tools and Compliance e-Proceedings Portal.

(vi) Principal Employers Functionality

- EPFO deployed on 4.3.2021, an electronic facility at Employer Interface of EPFO's Unified Portal <https://unifiedportal-emp.epfindia.gov.in/epfo>. This has enabled the Principal Employer to view in their login the ECR filed by their Contractors in respect of contract employees by adding the EPF code number contractor(s) & UANs of contract employees. The Principal Employer can verify whether the wages and EPF contributions paid to the contractor have been reported and remitted through ECR by the contractors.
- Even the Principal Employers (PE) not registered with EPFO can register on EPFO's Unified Portal to receive Login ID/password to add details of their contractor(s) & contract employees.
- The information captured on the functionality serves as intelligence input for the EPFO Field Offices to ensure compliance by the contractor establishments and now the Principle Employers have been empowered to verify compliances made by their contractors.

Launch of Principal Employers' Functionality 2.0

The launch of this additional functionality from 12.3.2022 provides for a two – way mechanism for the declaration of PEs by the Contractors, especially those establishments that cater to the manpower needs of PEs such as security services, house-keeping, facility management etc. Such contractor establishments can declare their PEs, whether registered with EPFO or not, in their Login in the following manner:

- PEs that are registered with EPFO can be declared by their contractors through their EPF code.
- PEs not registered with EPFO can also be declared by the contractors through their TAN.
- The contractor establishments are also allowed to declare particulars like contract tenure, contract/ work order document and UANs of the employees deployed.

Once such a declaration has been made by the contractor, the PE can view the compliances for the UANS of employees deployed by the contractor. The above facility will ensure capturing of contract employee data & compliance records even if the Principal employer is not discharging the duty of reporting the details of contractors & contract employees.

The launch of this functionality is a step further towards Ease of Compliance for PEs & Contractors alike.

(vii) Web Facility for Registering, Processing & Monitoring of Complaints and Optional Inspection by Regional Offices (ROs), Zonal Offices (ZOs) and Head Office (HO)-

- This Web Portal was launched on 04.03.2021.
- Requests for Optional Inspection Permission/ Complaint received through any mode can be registered by HO/ZO/RO with a unique ID and tracking of each case is possible.
- The Inspection permission request & complaints uploaded by Regional Offices on the Portal is examined by concerned Zonal Offices for inspection.
- Actions taken in each case, assignment of inspections, uploading of reports, and issue of communication to complainants gets updated on the Portal.
- Performance monitoring of Regional Offices by Zonal Offices & the Head Office is possible through Dashboards.

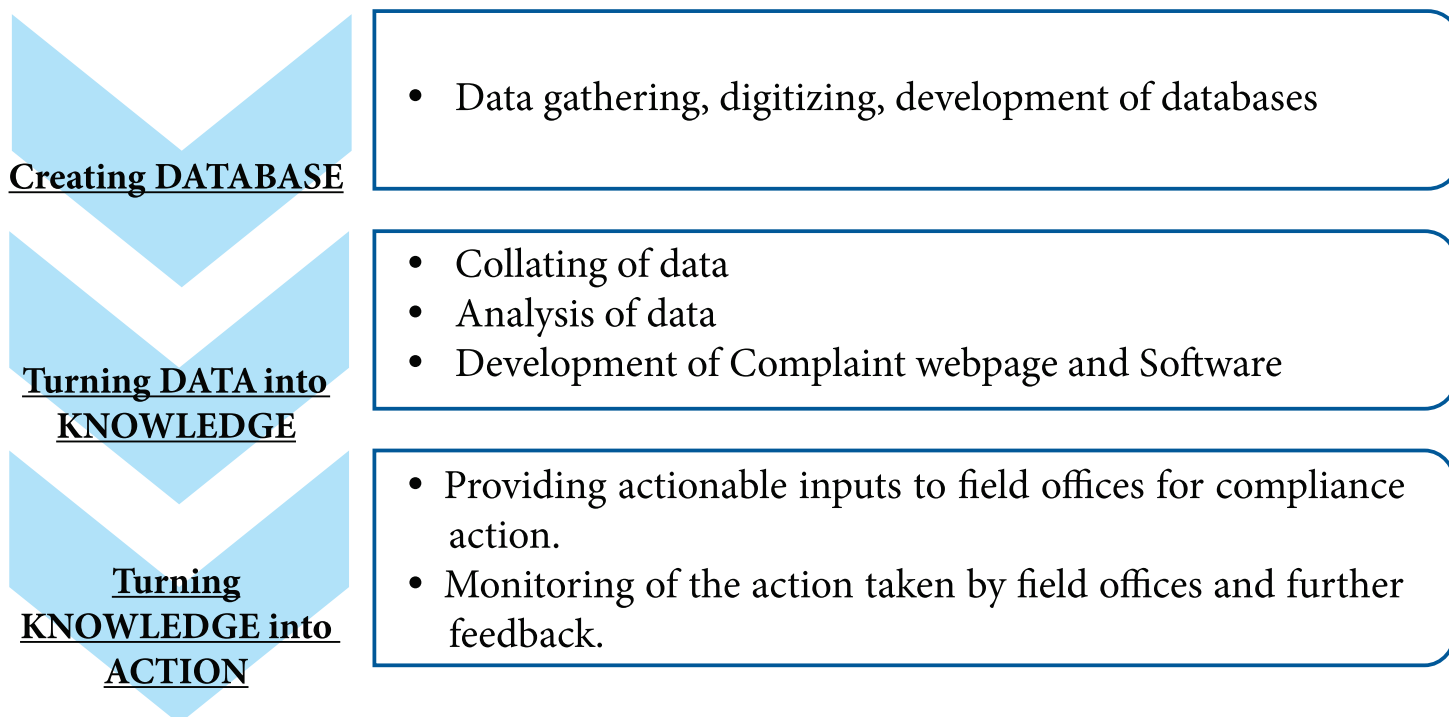
CENTRAL ANALYSIS AND INTELLIGENCE UNIT (CAIU)

4.5 EPFO has set up a Central Analysis and Intelligence Unit (CAIU) in the Head Office 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 based on data and evidence.

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

- To introduce an effective e-governance system in the compliance setup of EPFO and to ensure a transparent and effective service delivery mechanism for its stakeholders.
- Creation of a 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.

Basic Processes involved in the work are as follows:



Steps taken by CAIU so far:

- For better administration of the system of processing request for permissions for optional inspections and monitoring investigation into complaints regarding non-compliance, each Zonal Office now functions as an extended arm of the CAIU EPFO (HO) to accord permissions to Regional Offices for carrying out inspections in all types of cases other than the mandatory inspections as listed in the EPFO. Further the ZOs are required to scrutinize the cases on the basis of the extant guidelines and grant permissions.
- Web facility for registering complaints and requests for permission to carry out optional inspections introduced in CAIU Login of the Zonal & Regional Offices. The facility allows real-time tracking of the status of complaints relating to evasion and non-compliance as well as the status of inspections for other cases.
- Now, the pendency at each level (i.e. inspection registration, grant of permission by zones, conduct of inspection and uploading of inspection report) is available on the dashboard for monitoring which has brought transparency & enhanced the efficiency of the process. Over a period of time after reviewing the functioning of the web facility, certain modifications have been incorporated in the process flow for better & efficient functioning.

e-Inspections:

This is a new digital interface of EPFO with employers. The E-Inspection Form is made available in the user login of the selected employers not filing ECR. The employers need to fill in such details as whether the establishment is functional or closed, and if closed, the type of closure, i.e. temporary or permanent, along with reasons for closure and uploading of supporting documents, if any.

Further, if the establishment is functional, the employer can declare the outstanding amount of unpaid dues, along with reasons for non-payment, and also propose a time frame between 2 to 36 months, for payment of unpaid dues, etc.

The e-inspection system is a step to reduce the cost of compliance for non-willful defaulters and increase the ease of doing business for the employers. It nudges the employers for compliant behaviour and prevents their undue harassment.

It also helps EPFO to better utilize the limited resources available with its enforcement machinery and is a cost, time, and effort saving mechanism to ensure better default management.

- Efforts were made to generate actionable data for coverage of all coverable establishments through data exchange with other governmental departments and agencies like CBSE, ESIC, State Home/ Police authorities, FSSAI etc.
- Data was also fetched from online sources in respect of such establishments as hospitals, RERA registered projects etc. and compared with EPF database to analyze the coverage gaps.

EXEMPTION

4.6 Exemption from operation of the EPF Scheme, 1952 by the Appropriate Government is granted to an establishment, already covered under the Employees Provident Funds & Miscellaneous Provisions Act, 1952, subject to terms and conditions of grant of exemption.

The Central Government is the Appropriate Government for the establishments under the control of Central Government, Railways, major Ports, Mines, Oil-fields, any controlled industry or any establishments having branches in more than one state. Consequently, State Government is the Appropriate Government for any establishment situated in only that state.

Statutory Provisions about Grant of Exemption

4.7 The power to grant exemption from the operation of all or any of the provisions of any scheme is derived from Section 17 of the Employees Provident Funds & Miscellaneous Provisions Act, 1952 read with Para 27/27A of the EPF Scheme 1952. The terms and Conditions, under which an establishment is granted exemption, is elaborately detailed in Para 27AA of the EPF Scheme, 1952.

Under the above statutory provisions, any establishment is granted Exemption by the Appropriate Government, only when the rules of its provident fund with respect to the rates of contribution are not less favourable than the statutory rate and the employees are also in enjoyment of other provident fund benefits which on the whole are not less favourable to the employees than the statutory benefits provided under the EPF & MP Act or any Scheme. Secondly, grant of exemption is also considered when the employees of such establishment are in enjoyment of benefits in the nature of provident fund, pension or gratuity and such benefits, separately or jointly, are on the whole not less favourable to such employees than the statutory benefits provided under this Act or any Scheme in relation to employees in any other establishment of a similar character.

However, the grant of exemption is considered by the appropriate government with consultation with the Central Board of Trustees, EPF, constituted under Section 5 of the EPF & MP Act, 1952.

Statutory Provisions about Cancellation/Surrender of Exemption

4.8 In the event of non-compliance of the terms and conditions of the Exemption from the Employees Provident Fund Scheme, the statute also provides for the cancellation of such exemption under the provisions of Section 17(4) of the Employees Provident Funds & Miscellaneous provisions Act, 1952.

The power to cancel such exemption vests with the authority, which granted it, by order in writing. The procedure of cancellation involves a show cause notice to the establishment by the appropriate government/authority detailing the violations of the conditions of the exemption. Besides cancellation of exemption, other actions as stipulated under the EPF & MP Act 1952 may also be initiated against the defaulting establishments as per those provisions and prescribed procedure.

Some exempted establishments may also apply to the appropriate government for the surrender of their exemption along with the copy of the resolutions passed by their Board of Trustees to this effect. The process involves the transfer of the corpus by such an exempted establishment as well as completion of a third party audit to ascertain the financial health of the trust.

In the event of such cancellation and surrender of exemption, the employer has the responsibility to transfer the entire corpus to the accounts of the Central Board of Trustees, EPF.

Governance Structure

4.9 The Exemption Division in the Head Office of EPFO is headed by the officer of the rank of Additional Central Provident Fund Commissioner (HQ), who is assisted by Additional Central Commissioner, Regional PF Commissioner, Assistant PF Commissioners, Section Officers and Assistant Section Officers.

In field levels, the Regional Provident Fund Commissioners, in-charge of the Region is responsible for regulatory function with respect to Monitoring of the exempted establishments, situated in its geographical jurisdiction. The Office of the Regional PF Commissioners are supervised by the respective Zonal Offices, headed by the Additional Central Provident Fund Commissioners/ ACCs(HQ), as the case may be.

Committee on Exempted Establishments:

4.10 Composition of the Committee: Central Provident Fund Commissioner (ex-officio) – Chairman, Additional Secretary & Financial Advisor, Ministry of Labour & Employment and Joint Secretary (Social Security), Ministry of

Labour & Employment-Central Government representatives, Two Employers' representatives and Two Employees' representatives.

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.

4.11 System of handling Exemption related applications

Application for grant of exemption is submitted by the employer with requisite documents to the concerned Regional Office, where it is scrutinized thoroughly. Such applications, with its supporting documents are forwarded to the respective Zonal Offices for further scrutiny and recommendations. The recommendations of the Zonal Offices, after its receipt in the Head Office, are placed before the Committee on Exempted Establishments, if they are in order. Subsequently, the recommendations of the Committee along with the complete documents are placed before the Central Board of Trustees, EPF for final recommendation to the Appropriate Government.

4.12 Achievements during 2021-2022

(a) Meetings of the Exempted Establishments' Committee

During the year 2021-2022, two meetings of the Exempted Establishments' Committee, viz., the 47th meeting on 03.09.2021 and the 48th Meeting on 02.03.2022, could be organized in which following cases of cancellation/surrender /Withdrawal of exemption had been recommended:

Sl. No.	Name of establishment
1.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. St. Helena's School, MH/26169
2.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Punjab Khadi Mandal, PN/1041
3.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Tayo Rolls Limited, JH/JAM/1892.
4.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Reliance Jute Mills International Limited, WB/52.
5.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Naihati Jute Mills Co Ltd, WB/19
6.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Naffar Chandra Jute Mills, WB/39.
7.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Mohan Meakins Limited, HP/11851.
8.	Surrender of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Tamil Nadu Petro Products Limited, TN/MAS/26337
9.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s. Incab Industries Ltd. MH/6286

Sl. No.	Name of establishment
10.	Cancellation of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/S PEPSU Road Transport Corporation, PN/386
11.	Surrender of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s Sundaram Industries Private Limited, TN/197-A
12.	Surrender of Exemption granted under Section 17(1)(a) of EPF & MP Act, 1952 in respect of M/s SPIC Heavy Chemicals Division, TN/MAS/12115
13.	Withdrawal of application for grant of exemption in respect of M/s. HP Computing & Printing Systems India Private Limited, BG/BNG/1431033 under section 17(2) of EPF & MP Act, 1952 read with para 27A of the EPF Scheme, 1952
14.	Withdrawal of application for grant of exemption in respect of M/s. Hewlett Packard Enterprises India Private Limited, BG/BNG/1353776 under section 17(2) of EPF & MP Act, 1952 read with para 27A of the EPF Scheme, 1952.
15.	Withdrawal of application for grant of exemption in respect of M/s. Hindustan Electro Graphite (HEG) Limited, MP/BPL/3448 under section 17(2) of EPF & MP Act, 1952 read with Para 27A of EPF Scheme, 1952

All the above proposals have been also forwarded to the appropriate government.

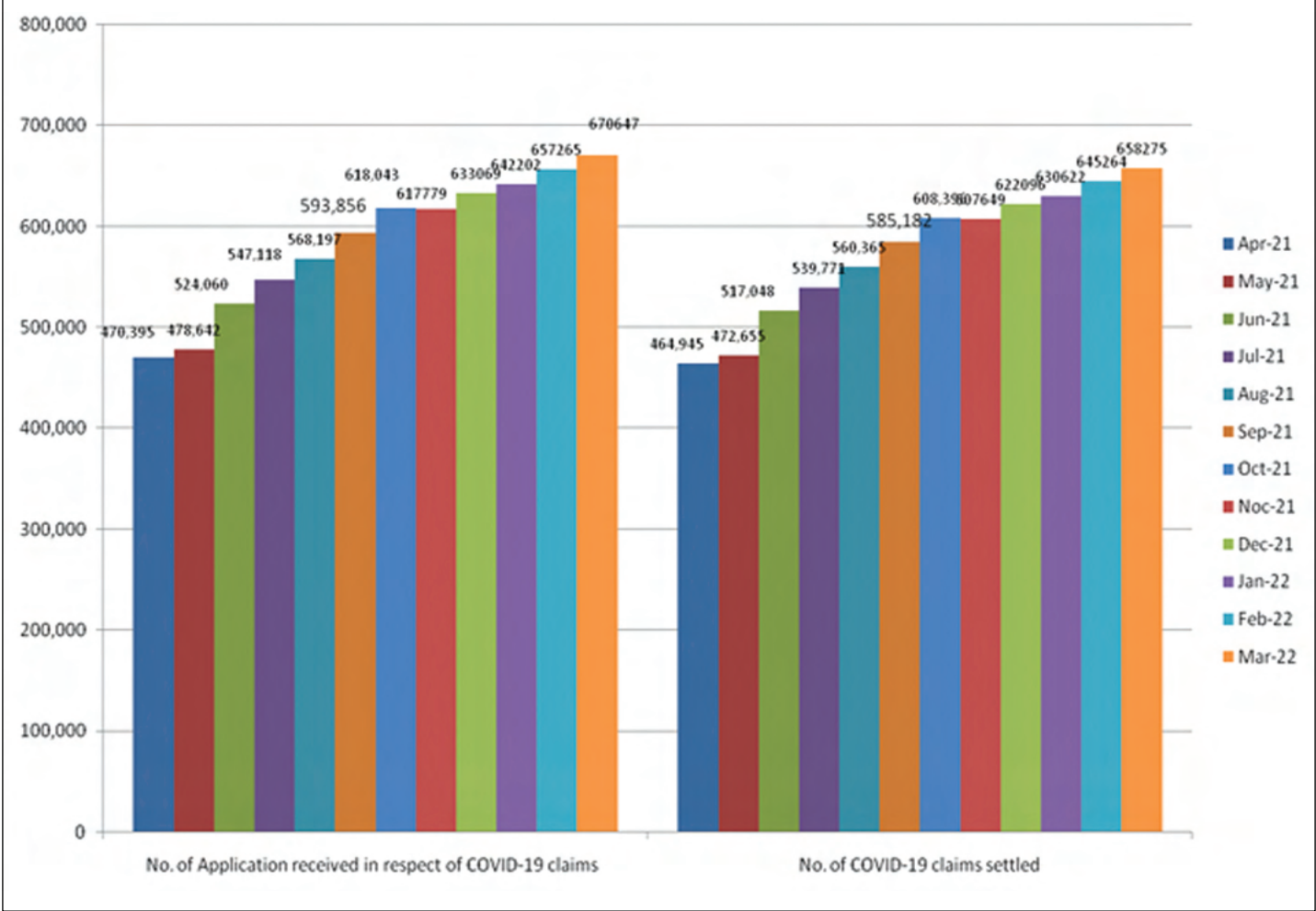
During the year 2021-2022, following proposals for Grant/Surrender/cancellation of exemption has been notified by the appropriate Government:

Sl. No.	Name of establishment
1.	Surrender/Cancellation of exemption in respect of M/s Gujrat Narmada Valley Fertilizers Co. Ltd., GJ/14401 under section 17(4) of EPF & MP Act, 1952
2.	Grant of exemption in respect of M/s B T (India) Private Limited, DL/940655 under Section 17(2) of the EPF & MP Act, 1952 read with Para 27A of EPF Scheme, 1952
3.	Surrender/Cancellation of exemption in respect of M/s Raja Bahadur International Limited, PU/PUN/338 under section 17(4) of EPF & MP Act, 1952
4.	Surrender/Cancellation of exemption in respect of M/ M/s. Dunlop India Ltd. (WB/716) under section 17(4) of EPF & MP Act, 1952

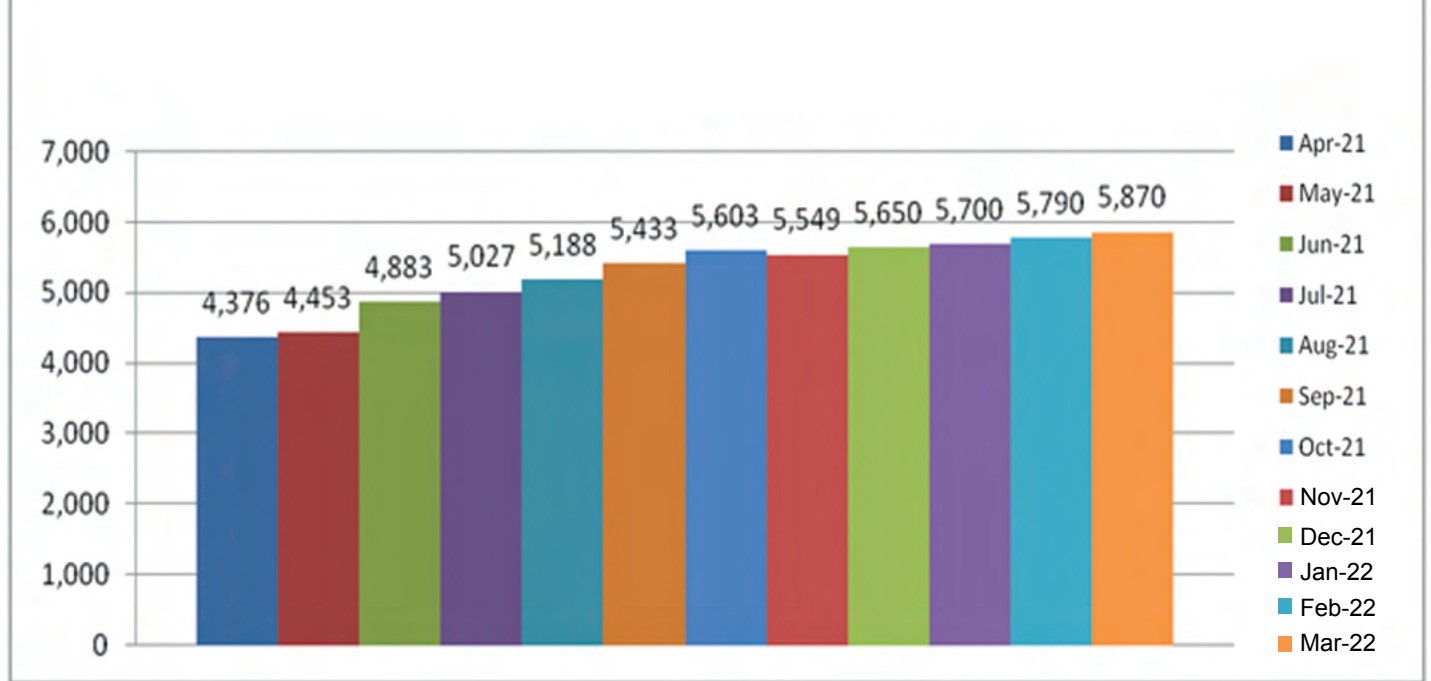
(b) Disbursement of COVID Advance

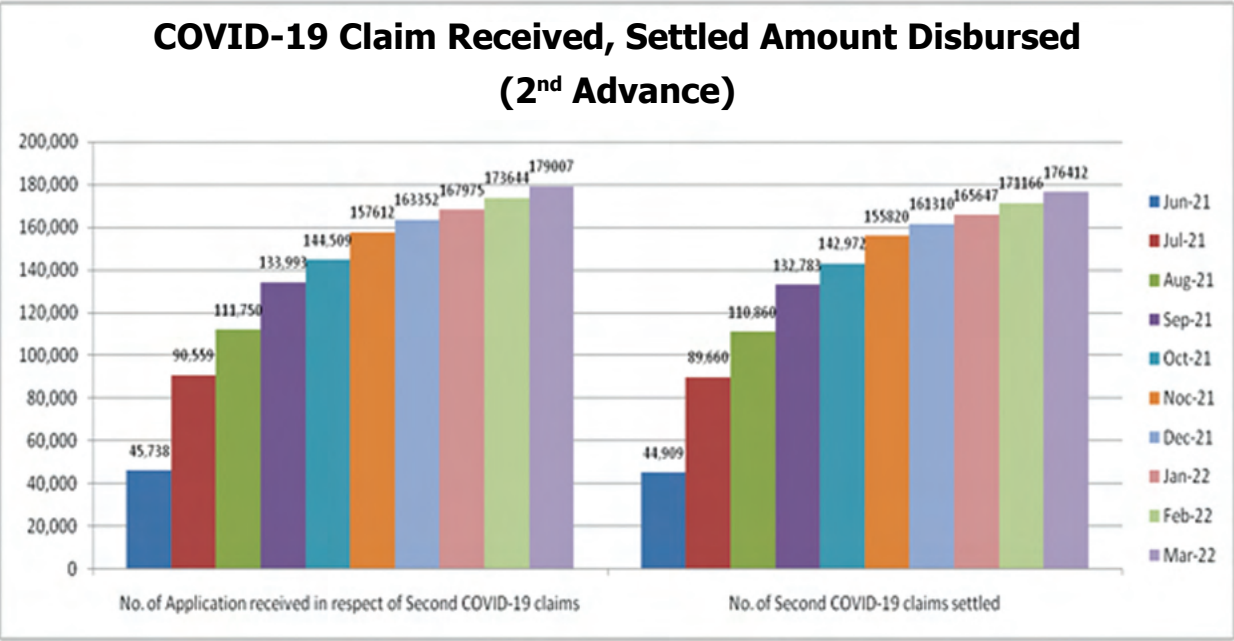
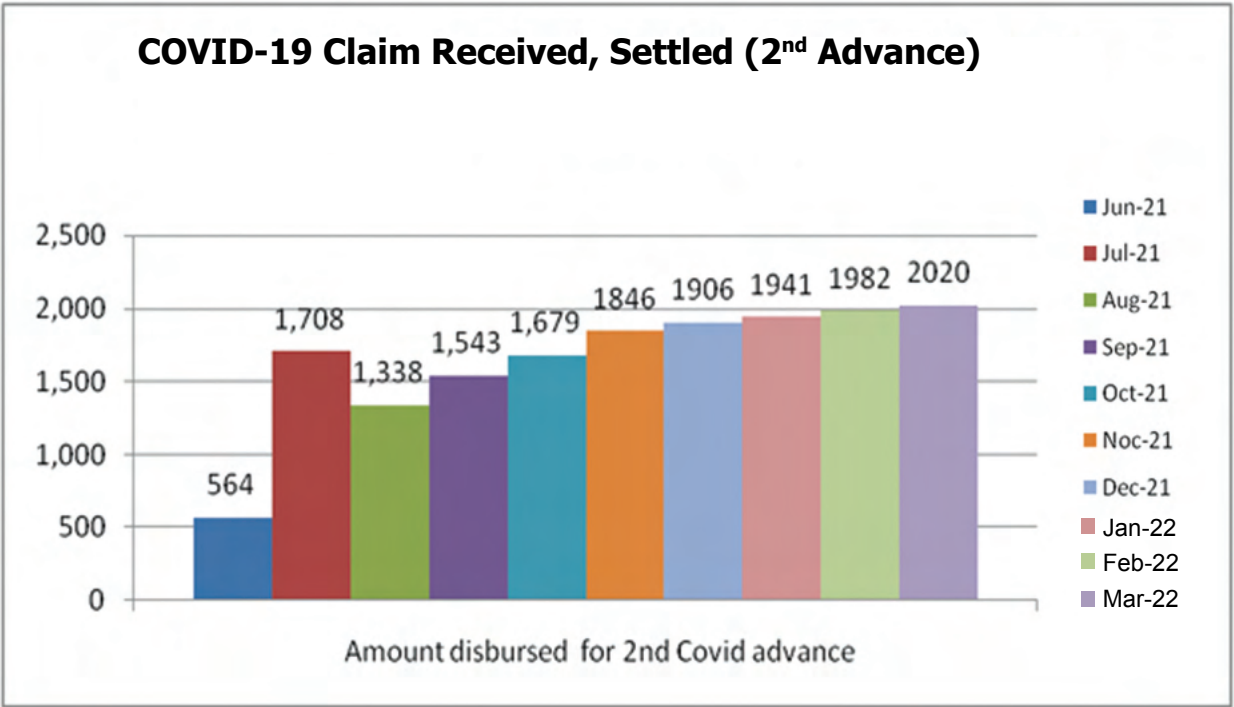
- Through an amendment in the EPF Scheme, 1952 by inserting Sub-Para (3) under Para 68L of the EPF Scheme, 1952, the provision for a non-refundable advance to EPF members was introduced in the event of outbreak of epidemic or pandemic. In this scheme, the members were eligible for an amount of advance not exceeding the basic wages and dearness allowances for three months or upto 75% of the amount standing to member's credit in the EPF account.
- The exempted establishments also utilized the above provisions during the year 2021-2022. An amount of Rs.78,91,67,40,378/-(Rs.7891.67 crores) have been disbursed as advance for COVID-19 by the exempted PF Trusts during 2021-2022 to 8,34,687 member claimants (consolidated 1st and 2nd Covid Advance).

COVID-19 Amount Received, Settled (1st Advance)



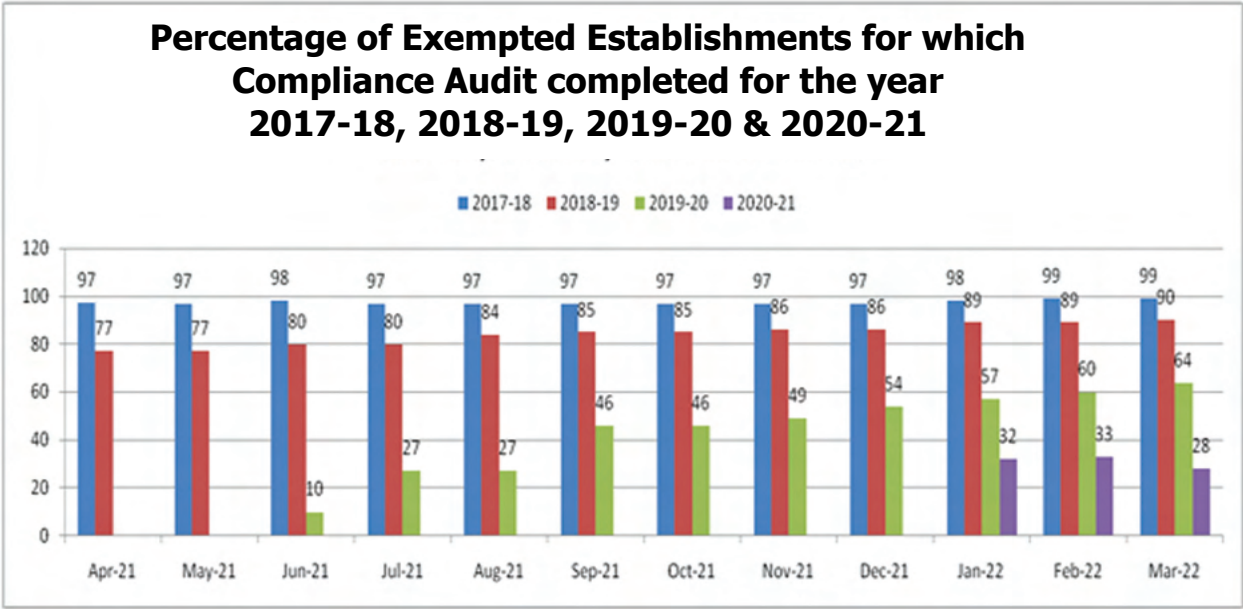
COVID-19 Amount Disbursed (1st Advance)





(c) Compliance Audit:

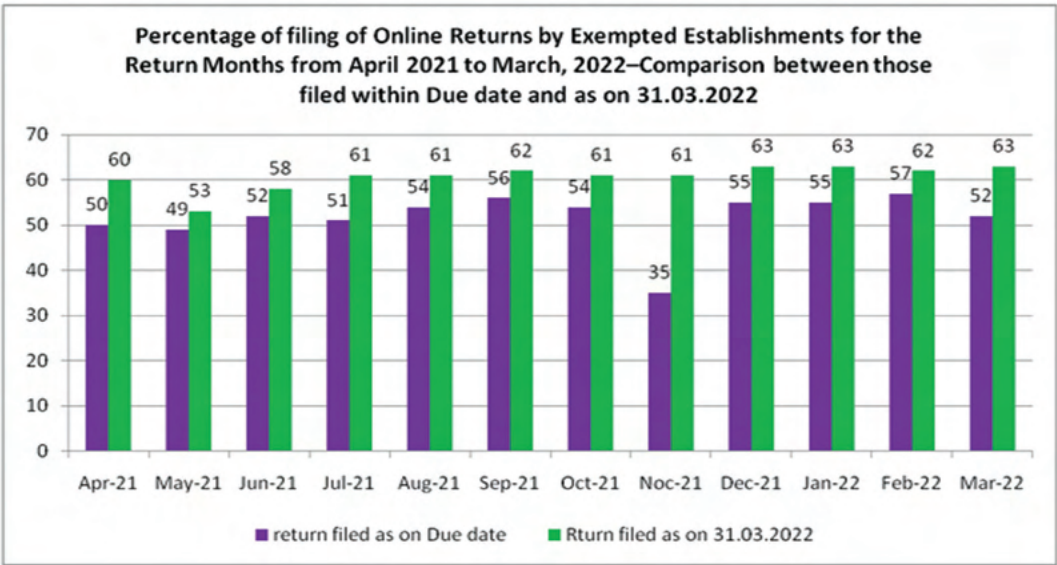
- The year 2021-2022 also saw the advent of a pandemic in the form of spread of novel corona virus, named as SARS-CoV-2. It was generally termed as Covid-19 pandemic. In such times, physical inspection of the exemption establishments/trusts was not considered practical. Therefore, a system of online submission of the self-certified documents was introduced in which the Exempted Establishments could submit their reports related to the compliance audit for the year upto 2020-2021 electronically. The physical inspection was authorized only in respect of non-filers, reduction in the e membership/ contribution over 15% from the previous years, non-paying statutory rate of interest, companies reporting losses for the last two years, changes in the legal status etc.



- Because of the nation-wide lockdown necessitated due to COVID-19 pandemic, the progress of compliance audit was stagnant in the initial months of the financial year. However, by introducing the self-certification system and also through the opening up of the establishments, the work of the compliance audit got picked up in the later part of the financial year.
- As on 31st March 2022, the Compliance audit in respect of 1298 establishment out of 1312 establishments has been completed for the year 2017-18 which is 99%, 1181 establishment out of 1312 establishments has been completed for the year 2018-2019 which is 90%, 834 establishments has been completed for the year 2019-2020 which is 64% and 368 establishments has been completed for the year 2020-2021 which is 28%. Such compliance audit for the remaining establishment and for subsequent financial years is going on as it is a continuous process.

(d) Online returns:

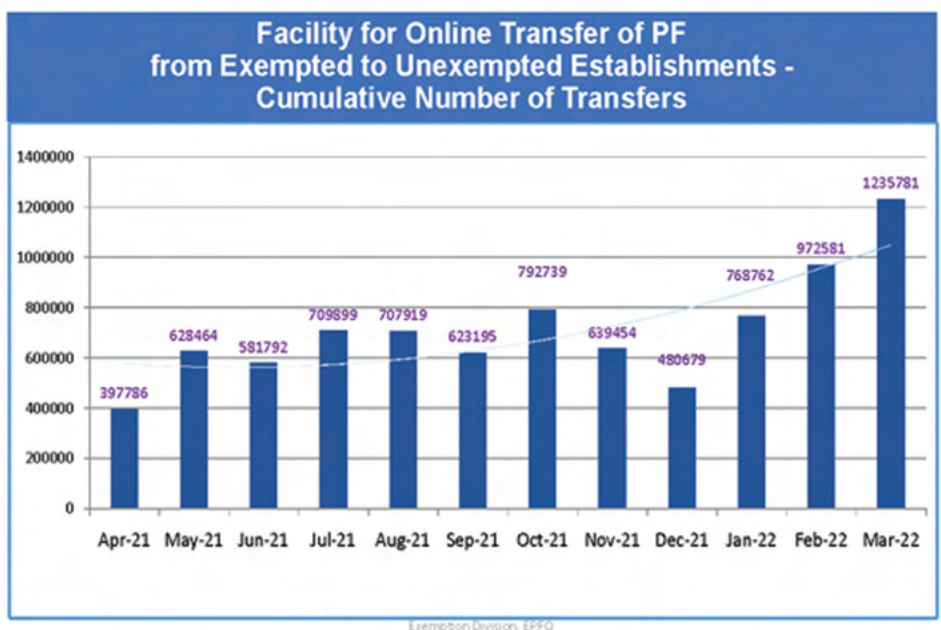
- The exempted establishments are required to submit monthly and annual online returns. The returns provide for the basic details of the establishment, their Trust, employment and contribution details in respect of the Employees enrolled and the investments made etc.
- Percentage of filing of Online Returns by Exempted Establishments for the Return Months from April 2021 to March, 2022–Comparison between those filed within Due date and as on 31.03.2022:



- Because of the nation-wide lockdown necessitated due to COVID-19 pandemic, the status of filing of online return was low in the initial months of the financial year. However, after the opening up of the establishments, the filing of the online returns was resumed and the establishments could also file for those months, which they could not have done earlier.
- For example, only 60% establishments could file their online returns on time during April 2021 as these months were mainly affected by the massive spread of the pandemic. However, by the end of the financial year 63% of such establishments could file their returns in respect of these months.

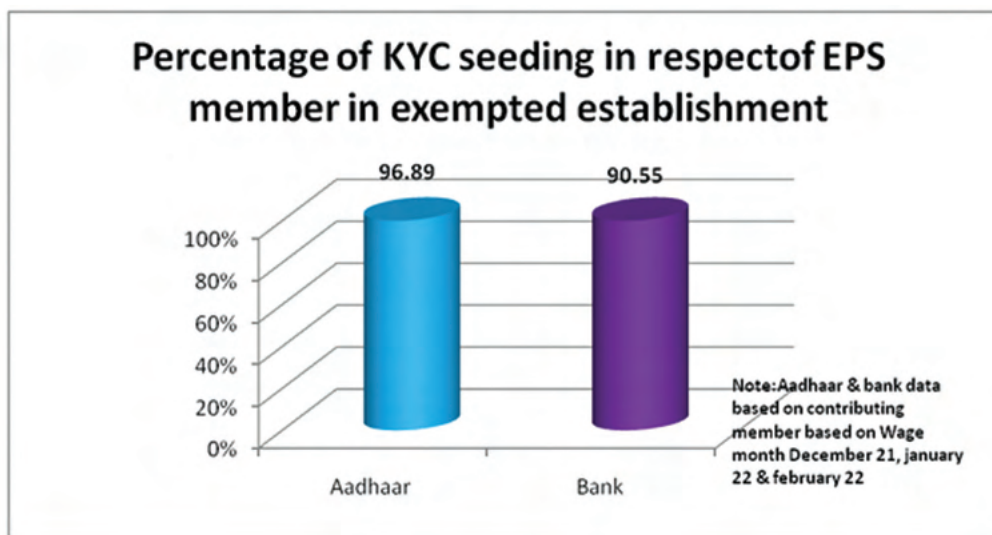
(e) Online Transfer of PF from Exempted to Un-exempted Establishments:

- Online transfer of PF of employees from exempted Trust to un-exempted being done successfully. About 1235781 accounts have been transferred up to March 2022. Month wise number of transfers done by Trusts using the facility:



(f) Aadhaar & Bank seeding:

96.89% Exempted (EPS) members seeded with their Aadhaar numbers and 90.55% of Exempted (EPS) members seeded their Bank account (upto 31st March, 2022).



KYC Status in respect of EPS members in exempted establishment.

(g) Webinars with Exempted Establishments:

- Various webinars were organized by various Regional Offices where a total of 871 Exempted Establishment participated.
- A Webinar was conducted by Exemption Division, Head Office on 12.01.2022 related to Jute Mills in which presentation of three Jute mills namely M/s Gloster Limited, M/s Hukum Chand Jute Mills and M/s Birla Jute & Industries was also taken up. The problem addressed during the webinar were:
 - » Default in PF dues payment by exempted establishment.
 - » Death claims settlement,
 - » Online returns filing,
 - » Aadhar Seeding
 - » E-nomination status
 - » Monitoring of membership data.

EXEMPTED ESTABLISHMENTS AND MEMBERS

4.13 There are 3452 PF exempted Establishments. 13501988 member accounts are serviced by these exempted establishments as against 13927183 member accounts during the previous year.

STATE WISE CONCENTRATION OF ESTABLISHMENTS AND MEMBERS

4.14 Exempted member accounts are concentrated mainly in five states in the country namely Maharashtra, Karnataka, West Bengal, Delhi and Tamil Nadu. These five States constitute 49.39% of the total exempted establishments and 73.23% of the total membership of the exempted sector.

RECOVERY OF ARREARS IN EPFO

4.15 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 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.

4.16 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.

ARREAR MANAGEMENT DURING THE YEAR

4.17 During the year 2021-22 the scheme-wise details of assessed arrears, amounts recovered and closing balance are as in the table below.

ARREARS TO BE RECOVERED				(Rs. in cr.)
TYPE OF DUES		Workload	Realised	Closing Balance
a.	Provident Fund	9745.27	1677.24	8068.03
b.	EPF Administration & Inspection Charges	622.32	87.82	534.50
c.	Pension Fund	4575.87	739.49	3836.38
d.	Insurance Fund	348.92	57.41	291.51
e.	EDLI Administration & Inspection Charges	14.02	2.24	11.79
f.	TOTAL (a to e)	15306.40	2564.20	12742.20
g.	Penal Damages and Interest	4865.86	763.48	4102.39
h.	Exempted Sector	2607.11	1146.86	1460.24
GRAND TOTAL (f & h)		17913.51	3711.06	14202.44

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

BIFURCATION OF ARREARS - UNEXEMPTED SECTOR (ALL THREE SCHEMES)

4.18 Out of the total arrears of Rs. 12742.20 cr., an amount of Rs. 8812.69 cr. falls under Not Immediately Realisable (NIR) category and Rs 3929.51 cr. is realisable through recovery proceedings.

The arrears falling under NIR category could not be recovered over the years for reasons such as:

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

4.19 NIR amount accounts for 69.16 % of the arrears demand. The break-up indicating the reason and category of the default falling under NIR category is as below:-

Status of NIR arrears	Number of cases	Amount involved (Rs. in cr.)	% of Total
Stay by Courts	10425	6808.64	77.26
Under Liquidation	2233	1464.99	16.62
BIFR	427	151.16	1.72
Others	10735	387.90	4.40
TOTAL	23820	8812.69	100%

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

Sector	Amount to be recovered (Rs. in cr.)
Private	10479.31
Public	1843.22
Co-operative	419.68
Total	12742.20

4.21 Zone-wise bifurcation of arrears for all schemes as on 31.03.2022 with reference to Public, Private and Cooperative Sector is given in **Appendix-4(iv)**.

4.22 The summary of Un-Exempted establishments which were in default of Provident Fund dues of Rs.50 lac and above as on 31.03.2022 is at **Appendix-4(v)** and a summary of exempted establishments in default of Rs.50 lac or more is given in **Appendix-4(vi)**.

ARREAR MANAGEMENT IN THE EXEMPTED SECTOR

4.23 Out of an arrear of Rs. 2607.11 cr., an amount of Rs. 1146.86 cr. was recovered leaving a balance of Rs. 1460.24 cr. The details are given in **Appendix-4(xviii)**.

4.24 The major portion of arrears of exempted establishments is in the State of Telangana amounting to Rs. 570.41 cr. followed by Delhi amounting to Rs. 213.71 crore, West Bengal & Sikkim amounting to Rs. 145.16 crore, Jharkhand amounting to Rs. 122.67 cr. and Rajasthan amounting to Rs. 116.12 crore, together representing 79.99 % of the total arrears as depicted in **Appendix-4(xix)**.

ACTION TAKEN AGAINST DEFAULTERS IN THE EXEMPTED SECTOR

4.25 During the year 2021-22, a sum of Rs. 18.10 cr. was recovered (Bank Accounts attached) from defaulters in the exempted sector.

OTHER ACTIONS TAKEN BY EPFO FOR RECOVERY OF ARREARS

4.26 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 cooperation 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)

4.27 The Pradhan Mantri Rojgar Protsahan Yojana (PMRPY) was launched on 9th of August, 2016. In order to incentivize creation and generation of new jobs in formal sector, the Scheme provided that Government of India will pay the Employees' Pension Scheme (EPS'95) contribution of 8.33% for all new employees enrolling under the Employees' provident Fund Scheme, 1952 (with EPFO) for the first three years of their employment. This

was intended to incentivize the employers to recruit unemployed persons and also to formalize the 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 incentivized 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 organized 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, 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 with respect to the new employees for a period of three years or for their remaining period of three years. Hence, the establishments and the employees therein which were getting twin benefits under both PMRPY & PMPRPY now are eligible for the full benefit of 12% (or 10%) under PMRPY since 01.04.2018.

The Government has revised the Scheme guidelines dated 23.02.2017 vide their 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 mandatory that the Electronic Challan-cum-Return (ECR) is filed by 15th of the subsequent month.

The terminal date for registration of beneficiary through establishment 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, 1,85,022 establishments had registered with 1,37,91,049 employees under the scheme. Out of this, 1,52,900 establishments had benefited in respect of 1,21,69,960 employees amounting to Rs. 9277.17 Cr (Rs. 9253.20 Cr under PMRPY and Rs. 23.97 Cr under PMPRPY) till March 2022. In FY 2021-22, the number of PMRPY beneficiaries have gradually declined due to their exit from the scheme on completing 3 years of employment.

The year wise details are given as under:

PRADHAN MANTRI ROJGAR PROTSAHAN YOJANA (PMRPY)

Financial Year	New Unique Employees benefitted	Distinct Employers benefitted	Subsidy disbursed (in Rs)
2016-17	33,031	868	2,58,39,391
2017-18	30,25,084	39,423	4,91,95,73,820
2018-19	87,46,888	1,44,736	38,70,87,72,274
2019-20	3,64,957	1,35,760	33,93,59,95,284
2020-21	Nil	1,11,568	11,97,83,71,568
2021-22	Nil	72,735	2,96,45,97,008

PRADHAN MANTRI PARIDHAN ROJGAR PROTSAHAN YOJANA (PMRPY)

Financial Year	New Unique Employees benefitted	Employers benefitted	Subsidy disbursed (in Rs)
2016-17	3900	19	17,87,994
2017-18	2,18,304	689	18,75,02,672
2018-19	46,840	781	5,16,68,588
2019-20	N.A.	N.A.	N.A.
2020-21	N.A.	N.A.	N.A.
2021-22	N.A.	N.A.	N.A.

On the initiative of the ACC (HQ) PMRPY and 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 exiting before 01.04.2016 on different parameters like PAN, Aadhaar, Name, Father's Name, Date of Birth and Gender of the beneficiaries. The outcome located a large number of duplicate cases which were suspected to be in-eligible 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.

During the Financial Year 2019-20, the deduplication exercise was completed involving verification of about 8.98 lakh UANs registered under PMRPY. Out of this, employers had availed benefit under PMRPY in lieu of a total of 7,62,013 ineligible member beneficiaries, amounting to a total of Rs.285.49 crores. Accordingly, a recovery module was prepared by the IS Division for recovering the principal amount, interest and damages. The details of recovery effected from employers till March 2022 are as follows:-

Principal amount	268.47 Crores (94.04 %)
Damages	30.83 Crores
Interest	15.49 Crores
Total	314.79 Crores

This exercise has led to massive savings for the Government of India, firstly by recovering the subsidy already disbursed in respect of ineligible beneficiaries, and secondly by preventing further subsidy disbursement into such accounts. We can safely assume that the total savings would be in excess of Rs. 500 cr.

As per the requirement of Cabinet Secretariat, the granularity of PMRPY data was changed by IS division from State level to District level for pushing into PRAYAS Portal periodically. Accordingly, needful APIs were developed by the IS Division to integrate the data of PMRPY data into PRAYAS Portal. The process has now been completed and data updation is being done regularly as well.

The scheme is closed on 31st March, 2022 as the last of the registered beneficiaries in March, 2019 have completed three years from their date of joining. However, a new scheme named Aatmanirbhar Bharat Rozgar Yojana (ABRY) has been initiated by the Government and subsidy disbursement in that scheme is continuing.

4.28 AATMANIRBHAR BHARAT ROZGAR YOJANA (ABRY)

i) The Central Govt. launched the Aatmanirbhar Bharat Rozgar Yojana (ABRY) from 01.10.2020 to incentivize creation of new employment opportunities during the COVID-19 recovery phase by providing assistance to the

employers of establishments registered with EPFO to recruit unemployed persons including re-employment of those who were rendered unemployed during the Pandemic.

ii) Incentive is in the form of payment of EPF contributions available for 24 wage months from date of registration of new employees. Incentive of both employees' & employer's contributions i.e., 24% of wages in r/o new employees in establishments employing up to 1000 employees & only employees' EPF contributions i.e. 12% of wages in r/o new employees in establishments employing more than 1000 employees.

iii) The scheme is intended to benefit a total of 71.80 Lakh members and the total outlay of the ABRY scheme for the entire period of the scheme is Rs. 22,098 Crores.

iv) Benefits of the scheme:

- The monthly employee's EPF contribution @ 12% of monthly wage which is liable to be deducted from wage of employee is now to be paid by the Central Govt. in the EPF account of new employees of eligible establishments. So, there will be no deduction of contribution of 12% from the wages of new employees and he/ she will have a higher take home salary.
- Employers of eligible establishments are not required to pay their share of EPF and EPS contribution @ 12% of monthly wage of new employees of his establishment provided total number of employees in his establishment is less than one thousand (1000) in wage month of September 2020. So, the employer saves this money. This also incentivizes employers of all eligible establishments to retain all their new employees at higher take home pay.

Registration of eligible employers and new employees under the ABRY was open from 1st October 2020 to 31st March 2022.

v) Eligibility conditions for establishments:

- Number of EPF Contributory Members in ECR filed for wage month September 2020 is the reference base of employees.
- "Establishments employing up to 50 employees have to add a minimum 2 new employees and Establishments employing more than 50 employees have to add minimum 5 new employees to the reference base and retain the number of employees in reference base on month-to-month basis to be eligible for benefits."
- For new establishments getting registered with EPFO between 01.10.2020 to 31.03.2022, the reference base of employees shall be treated as zero. If any such establishment registers voluntarily with less than 20 employees and continues to maintain less than 20 employees during the validity period of this Scheme, such establishment will not be allowed to exit from statutory Schemes under EPF & MP Act, 1952 and beneficiaries who received benefit shall not be allowed to make final withdrawals until expiry of a period of two years after validity period of this Scheme

vi) Beneficiaries- "New Employees"

"New employee" means any employee drawing wages less than Rs. 15,000/- per month and include:

- Those who join employment in any EPFO registered establishments for the first time from 01.10.2020 to 31.03.2022 and are allotted Aadhaar validated UAN.
- Those EPF members who made exit from employment during 01.03.2020 to 30.09.2020 and joined any EPFO registered establishment between 1.10.2020 to 31.03.2022.

The new employee should continue to be employed in any eligible Establishment to avail the incentive.

Benefit is not available to any new employee who is a registered beneficiary under PMRPY / PMPRPY.

vii) Claim of benefits and disbursement:

To implement ABRY, EPFO has deployed an electronic facility on Employer's portal whereby the employers can register the establishment and new employees and claim benefits through Electronic Challan cum Return (ECR) for each wage month.

Employer has to file one Electronic Challan cum Return (ECR) in respect of all employees including new employees for each wage month within 60 days of the close of that wage month. However, the employer shall be liable for consequent liability of interest due u/s 7Q for belated submission of ECR.

The benefits of employees' and employer's share of EPF/EPF contributions is provided upfront to the employers at the time of submission of ECR. This amount is provided as a subsidy by the government of India and credited to the employees' account. This results in an increase in take-home pay of the benefitted employees.

The benefits of ABRY are credited in Aadhaar seeded Universal Account Number (UAN) of new employees in order to check duplication errors and prevent unscrupulous members from availing the benefit under the scheme.

viii) EPFO has taken a series of steps to strengthen the awareness programs and for the effective implementation of the scheme. In order to popularize the scheme, EPFO has deployed electronic facilities for registration and also uploaded Scheme guidelines & FAQs on the EPF website under a designated ABRY tab and employers not registered under ABRY are being informed through messages on EPFO's Employer portal. Mass awareness has been created through a large-scale publicity by Head office and Field Offices of EPFO through conduct of webinars and workshops with both the employers & employers' associations and employees & union representatives. Moreover, EPFO is also promoting the scheme through social media platforms. Creatives and videos related to ABRY scheme were shared on social media of EPFO namely Facebook, Twitter and YouTube. Also, targeted attempts were made to educate/encourage the establishments which have fulfilled the required criteria in past, but have not registered under ABRY and SMS were sent on every alternate day to intimate them of the last date of registration under ABRY and to nudge them for registration.

ix) The overall progress under the scheme as on 31.03.2022 is: -

Financial Year	Unique Beneficiary Establishment	Unique Beneficiary Employees (UANs)			Benefit Amount paid (in Rs. Crore)
		New Joinee	Re-joiner	Total	
2020-21	56,225	10,82,073	2,15,047	12,97,120	351.07
2021-22	83,208	38,07,441	3,84,360	41,91,801	4,046.36

CHAPTER 5

Investments and Accounts

RATE OF CONTRIBUTION

5.1 The rate of contribution payable 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 as 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

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

- 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 Reconstruction 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) Guar gum factories;

5.3 The following table indicates the different rates of contribution both for employers and employees for the periods 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.

RATE OF CONTRIBUTION SINCE 1952 ONWARDS	
Period	Contribution Rate
	As on 31st 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 31st 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 2021-22, the following contributions were collected from un-exempted establishments by the Organisation in respect of Employees' Provident Fund Scheme, 1952, Employees' Pension Scheme, 1995 and Employees' Deposit Linked Insurance Scheme, 1976:

Provident Fund Contributions Received from Un-exempted Establishments*		
(Rs. in Crore)		
	Scheme	2021-22
1.	Employees' Provident Funds Scheme	169,855.05
2.	Employees' Pension Scheme:	
	a) Employers' Share	49,719.98
	b) Government's Share	7,806.20
	Total:	57,526.18
3.	Employees' Deposit Linked Insurance Scheme:	
	Employers' Share	2,568.47

* Unaudited

Provident Fund

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

PROVIDENT FUND CONTRIBUTIONS RECEIVED (Rs. in cr.)		
Year	Un-exempted Sector	Year-wise variation in %
2021-22*	169,855.05	29.98
2020-21	130,675.45	5.07
2019-20	1,24,365.85	17.54
2018-19	1,05,804.25	13.20
2017-18	93,468.73	14.98

*Unaudited

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 the current 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 the wages of the member.

5.8 The following table shows the contribution received in the Pension Fund in the last five years:

Year	Employer's share (Rs. in cr.)	Central Govt. share (Rs. in cr.)	Year-wise variation in % (both shares)
2021-22*	49,719.98	7,806.20	13.77
2020-21	44,009.53	6,552.48	-2.67
2019-20	44,448.55	7,504.59	11.34
2018-19	40,259.74	6,401.90	10.11
2017-18	36,618.23	5,757.42	16.44

* Unaudited

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 2021-22, a sum of Rs. 2,568.47 was received as against Rs. 2,185.16 cr. in the year 2020-21.

5.10 The zone-wise receipts and payments in the contribution accounts of all the three Schemes (Un-exempted Sector) for the year 2021-22 are given in **Appendix-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.

- i. Taking into account the resources of the Fund and meeting the expenditure for running the Scheme, the Central Board of Trustees, 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.
- ii. 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.
01.12.1978 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. The 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 establishments.
01.04.2017 to 31.05.2018	0.65%	On total pay on which contributions are payable. The 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 establishments.
01.06.2018 onwards	0.50%	On total pay on which contributions are payable. The 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 establishments

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 31.07.1998	0.09%	On total pay on which contributions are payable.
01.08.1998 onwards	0.18%	On total pay on which contributions are payable.

5.12 The Income and Expenditure of Administration Account for the year 2021-22 relating to Employees' Provident Fund Scheme, 1952 is as below:

INCOME & EXPENDITURE ACCOUNT (Rs. in Crore)		2021-22*
INCOME:		
A	Administrative, Inspection Charges & Penal Damages (including 7Q interest)	4,487.00
B	Interest on Investments	1,918.83
C	Receipts from other accounts	43.91
D	Miscellaneous receipts	15.25
	TOTAL	6,464.99
EXPENDITURE:		
A	Revenue Expenditure	4,347.12
B	Payments to other Accounts	43.91
	TOTAL	4,391.03
Excess of Income over Expenditure		2,073.97

* Unaudited

ADMINISTRATIVE REVENUE

5.13 During the year 2021-22, the details of Administrative Revenue collected from the employers with respect to Employees' Provident Fund 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	Adm. Charges	4,103.17	25.51	4,128.68
2	Inspection Charges	350.84	6.64	357.49
3	Penal Damages (Including 7Q Interest)	32.99	2.24	35.22
	TOTAL	4,487.00	34.39	4,521.39

* Unaudited

5.14 The establishments granted an 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.

5.15 During the year 2021-22, Rs. 4,487.00 cr. has been collected as Administrative Revenue as against Rs. 3797.36 cr. collected during 2020-21 under EPF Scheme. During the year 2021-22, Rs. 34.39 cr. has been collected as Administrative, Inspection Charges, Damages and Interest charged as against Rs. 27.99 cr. collected during 2020-21 under EDLI Scheme.

5.16 INVESTMENT OF FUNDS BY EPFO

(i) Investment of funds in EPFO is done as per the pattern of Investment notified by the Ministry of Labour and Employment, Govt. of India vide notification no. 1071 (E) dated 23rd April, 2015 (as per para 52 of the EPF Scheme 1952) which is reproduced as under:

S.O. 1071 (E). - 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 in the Ministry of Labour No. S.O. 3450 (E).- dated the 21st Nov 2013 the Central Government hereby directs 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>	[1] Minimum 45% and upto* 65%
(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>	[2] Minimum 20% and upto 45%

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<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>(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>	

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<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 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>	

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<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> <p>[3](g) Units of Debt Exchange Traded Funds (ETFs) regulated by the Securities and Exchange Board of India and managed by an asset management company appointed as per an agreement with Government of India, specifically meant to invest in the bonds of the Central Public Sector Enterprises (CPSEs), Central Public Sector Undertakings (CPSUs), Central Public Financial Institute (CPFIs) and other Government Organisations.</p>	
(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>	Minimum 5% and upto 15%

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<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> <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>[4](e) Units issued by Category I and Category II Alternative Investment Funds(AIF) regulated by the Securities and Exchange Board of India.</p> <p>[5]Provided that investment "in sub-categories (a) to (d)" shall only be in listed instruments or fresh issues that are proposed to be listed.</p> <p>[5]Provided further that investment "in sub-categories (a) to (d)" 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> <p>[5]Provided also that the investments in sub-category (e) is allowed subject to satisfaction of the following conditions, namely: -</p>	Upto 5%

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<ol style="list-style-type: none"> the permitted funds under Category I are infrastructure funds, SME Funds, Venture Capital Funds and Social Venture Capital Funds as detailed in Securities and Exchange Board of India (Alternative Investment Funds) Regulations, 2012; for Category II- AIF as per Securities and Exchange Board of India (Alternative Investment Funds) Regulations, 2012, at least 51% of the funds of such AIF shall be invested in either of the infrastructure entities or SMEs or venture capital or social welfare entities; Funds shall invest only in those AIFs whose corpus is equal to or more than Rs. 100 crores; the exposure to a single AIF shall not exceed 10% of the AIF Size. However, this limit would not apply to a Government sponsored AIF; Funds to ensure that investment should not be made directly or indirectly in securities of the companies or Funds incorporated and/or operated outside India; the Sponsor of Alternative Investment Fund should not be the promoter in the Fund or the promoter group of the Fund; and the AIFs shall not be managed by investment manager, who is directly or indirectly controlled or managed by the Fund or the promoter group of the Fund." 	

[1] Modified vide S.O. 3034(E) dated 22.09.2016 effective from 17.03.2016

[2] Modified vide S.O. 1685(E) dated 20.04.2018 effective from 19.02.2018

[3] Modified vide S.O. 4779(E) dated 30.12.2020 effective from 11.12.2019

[4] Modified vide S.O. 1710(E) dated 29.04.2021 effective from 15.03.2021

[5] Modified vide S.O. 1710(E) dated 29.04.2021 effective from 29.04.2021

(ii) 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.

(iii) 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.

(iv) 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.

(v) 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.

(vi) 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.

(vii) 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.

(viii) 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 / organisations described herein) beyond 5% of the fresh accretions in a financial year will not be made in the securities of a company / organisation or in the securities of a company / organisation in which such a company / organisation holds over 10% of the securities issued, by a fund created for the benefit of the employees of the first company / organisation, 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.

(ix) 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.

- The trustees will take suitable steps to control and optimize the cost of management of the fund.
- The trust will ensure that the process of investment is accountable and transparent.
- 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.
- The trust / fund should adopt and implement prudent guidelines to prevent concentration of investment in any one company, corporate group or sector.

(x) 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 Employees Pension Scheme 1995 Fund

5.17 The Scheme provides for investment of the pension fund in the following manner (Para 26 of the pension scheme).

- All monies 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 Fund Scheme, 1952.
- Net assets of the Family Pension Fund as on 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.

PORTFOLIO MANAGEMENT

5.18 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 Labor & 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 on quarterly basis.

- 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.
- The Central Board of Trustees in its 225th meeting held on 21.08.2019 had approved the appointment of following two Portfolio managers for managing the EPFO corpus (Debt -side) for a period of three years:
 - » UTI Asset Management Company Ltd.
 - » SBI fund management (P) Ltd.
- The current Portfolio Managers started managing EPFO corpus from 1st November, 2019.

5.19 Performance of the Portfolio Managers for the Year 2021-22

- During the year 2021-22 the Portfolio Managers generated the yield by investing in the approved securities as per the Investment pattern and Investment guidelines.
- 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 the same regulations.
- The competition among the Fund Managers has diversified the risk of under performance by one single Portfolio Manager, affecting the yield of the entire portfolio. Along with competition, creation of dynamic benchmarks, works as a reference for the Portfolio Managers who optimize their efforts to not only meet the benchmark but also to outperform it.
- As per the performance report submitted by CRISIL, the Consultant of EPFO, the yield generated by the PMs during the Financial Year 2021-22 is 7.20%, which is way above the benchmark yield of 6.95% for FY 21-22.
- Performance of PMs for the period from 01.04.2021 to 31.03.2022 is as under:

Portfolio Manager	Portfolio Yield (%)	Benchmark Yield
UTI AMC	7.18%	6.95%
SBI FMPL	7.23%	
Overall EPFO	7.20%	

*Source – CRISIL report

- On the portfolio yield parameter, SBI AMC is ranked first with a portfolio yield of 7.23% compared to 7.18% generated by UTI AMC.
- On the asset quality parameter, SBI AMC is ranked first due to relatively higher exposure of 36.58% into G-secs as compared to 27.30% into G-secs by UTI AMC.

5.20 CORPUS AND CATEGORY WISE BREAKUP OF INVESTMENTS (UN-EXEMPTED SECTOR)**1. Employees' Provident Fund:**

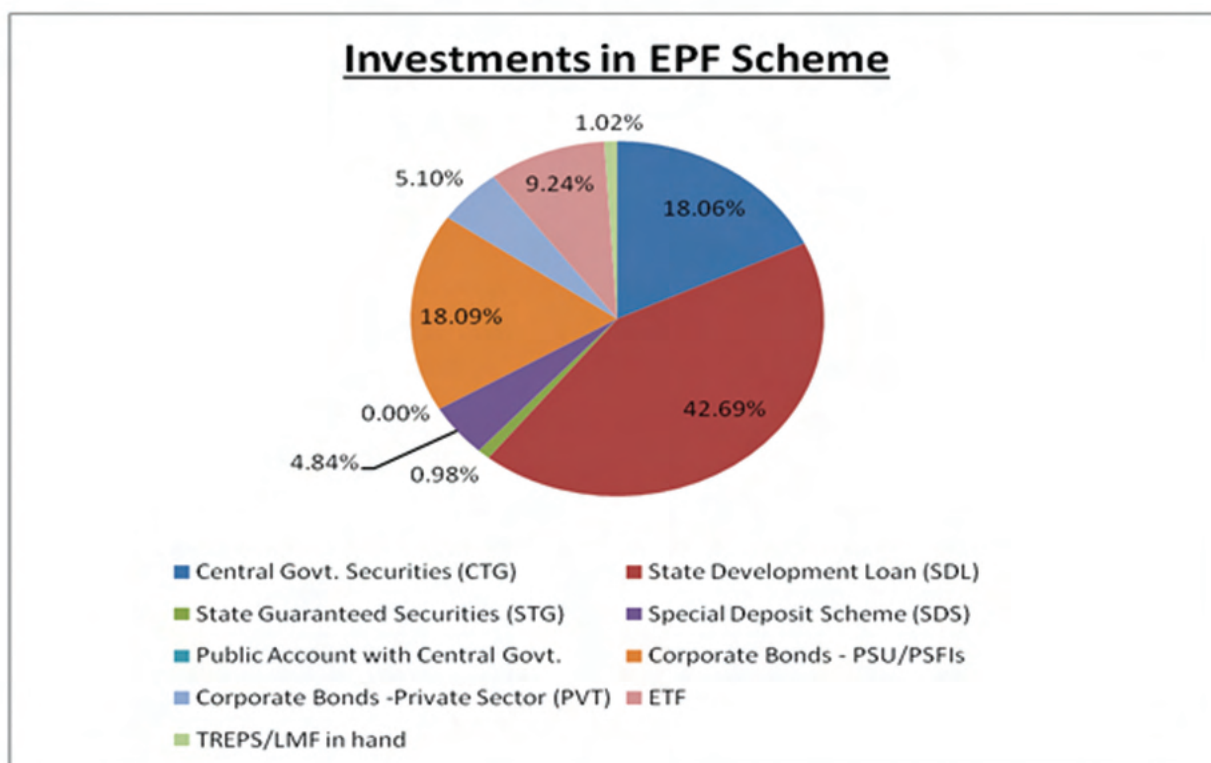
A. Investment (at face value) (Rs. in Crs)

1.	Total Investments as on 31.03.2021	9,41,340.81
2.	Total Investments as on 31.03.2022	11,00,953.66
3.	Net addition in Investments at Face value during the year 2021-22	1,59,612.85

B. Category wise break up of investments:

Rs. in Crs

Sl. No.	Category	Face Value as on 31.03.2022 (Rs. in Crore)	Percentage
1.	Central Govt. Securities (CTG)	1,98,787.86	18.06%
2.	State Development Loan (SDL)	4,69,962.70	42.69%
3.	State Guaranteed Securities (STG)	10,740.57	0.98%
4.	Special Deposit Scheme (SDS)	53,283.35	4.84%
5.	Public Account with Central Govt.	-	0.00%
6.	Corporate Bonds - PSU/PSFIs	1,99,104.58	18.09%
7.	Corporate Bonds -Private Sector (PVT)	56,145.70	5.10%
8.	ETF	1,01,712.44	9.24%
9.	TREPS/LMF in hand	11,216.47	1.02%
TOTAL		11,00,953.66	100.00%



2. Employees' Pension Fund:**A. Investment (at face value)**

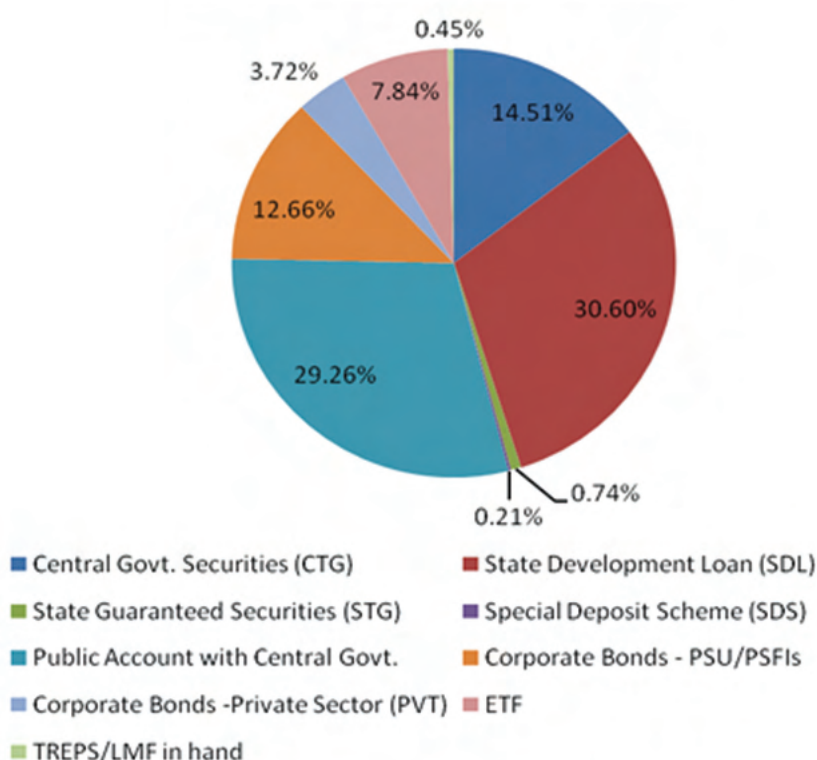
Rs. in Crs

1.	Total Investments as on 31.03.2021	5,79,472.22
2.	Total Investments as on 31.03.2022	6,75,261.83
3.	Net addition in Investments at Face value during the year 2021-22	95,789.61

B. Category wise break up of investments:

Rs. in Crs

Sl. No.	Category	Face Value as on 31.03.2022 (Rs. in Crore)	Percentage
1.	Central Govt. Securities (CTG)	98,011.72	14.51%
2.	State Development Loan (SDL)	2,06,643.12	30.60%
3.	State Guaranteed Securities (STG)	5,020.10	0.74%
4.	Special Deposit Scheme (SDS)	1,400.52	0.21%
5.	Public Account with Central Govt.	1,97,615.10	29.26%
6.	Corporate Bonds - PSU/PSFIs	85,507.45	12.66%
7.	Corporate Bonds -Private Sector (PVT)	25,115.42	3.72%
8.	ETF	52,899.46	7.83%
9.	TREPS/LMF in hand	3,048.93	0.45%
	TOTAL	6,75,261.83	100.00%

Investments in EPS Scheme

(3) Employees' Deposit Linked Insurance Fund

A. Investment (at face value)

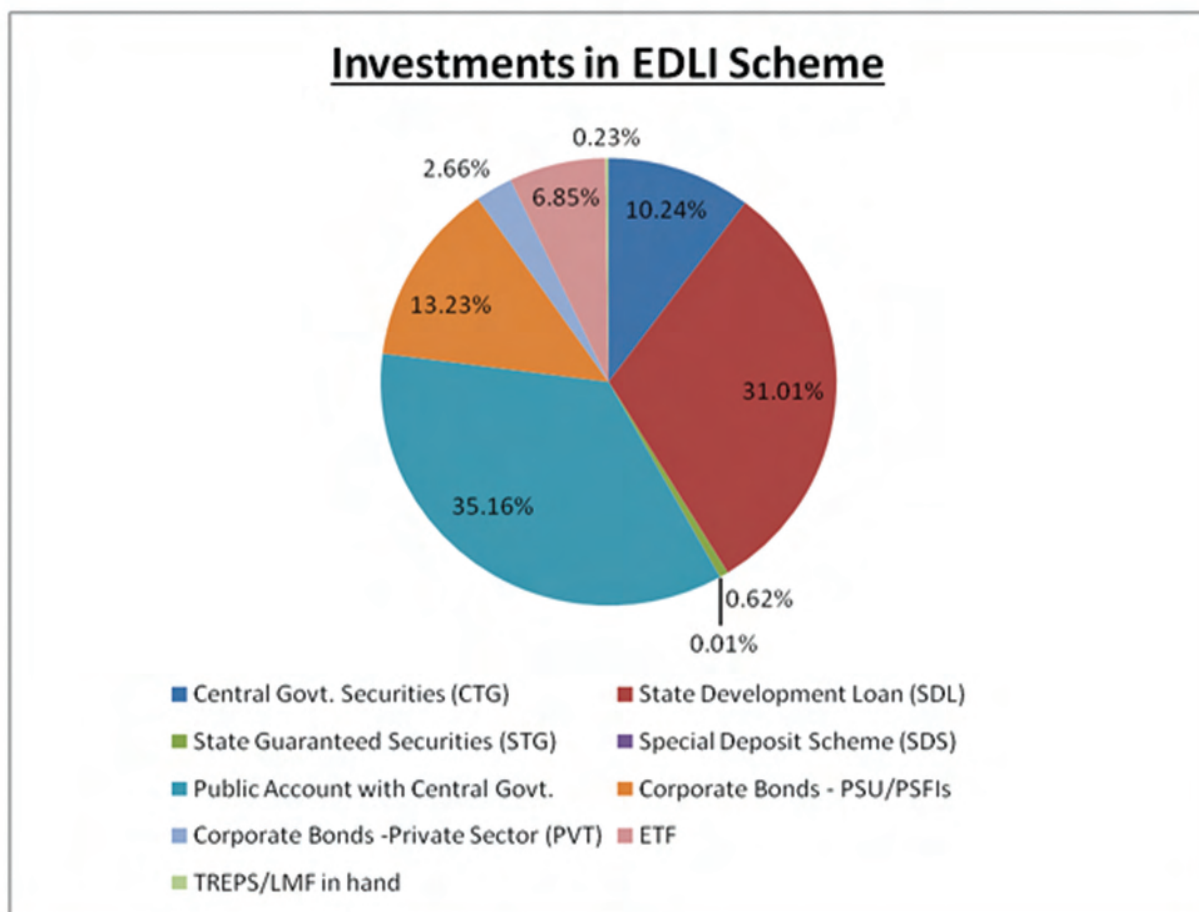
Rs. in Crs

1.	Total Investments as on 31.03.2021	34,045.72
2.	Total Investments as on 31.03.2022	37,218.69
3.	Net addition in Investments at Face value during the year 2021-22	3,172.97

B. Category wise break up of investments

Rs. in Crs

Category	Instrument/Asset	Face Value as on 31.03.2022	Percentage
I	Central Govt. Securities (CTG)	3,809.48	10.24%
	State Development Loan (SDL)	11,541.55	31.01%
	State Guaranteed Securities (STG)	230.50	0.62%
	Special Deposit Scheme (SDS)	2.50	0.01%
	Public Account with Central Govt.	13,085.09	35.16%
II	Corporate Bonds - PSU/PSFIs	4,923.88	13.23%
	Corporate Bonds -Private Sector (PVT)	988.85	2.66%
III	TREPS/LMF in hand	86.67	0.23%
IV	ETF	2,550.17	6.85%
TOTAL		37,218.69	100.00%



(4) Staff Provident Fund**A. Investment (at face value)**

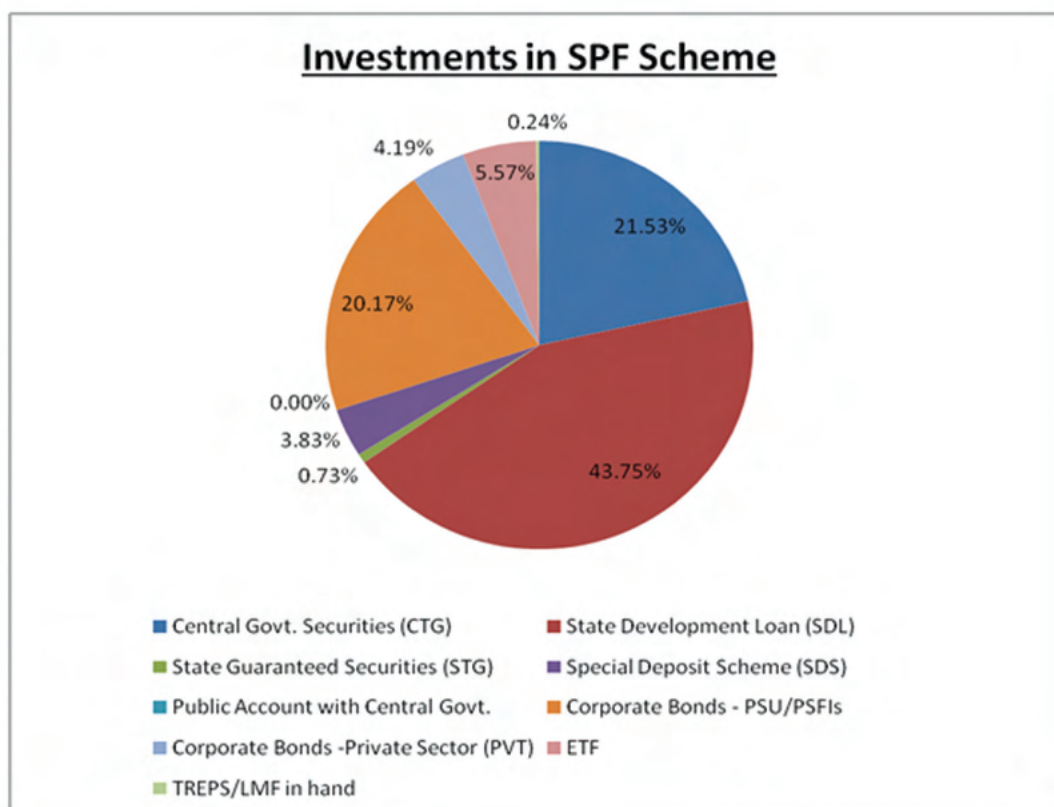
Rs. in Crs

1.	Total Investments as on 31.03.2021	2,007.14
2.	Total Investments as on 31.03.2022	2,178.26
3.	Net addition in Investments at Face value during the year 2021-22	171.12

B. Category wise break up of investments

Rs. in Crs

Category	Instrument/Asset	Face Value as on 31.03.2022	Percentage
I	Central Govt. Securities (CTG)	468.93	21.53%
	State Development Loan (SDL)	952.90	43.75%
	State Guaranteed Securities (STG)	16.00	0.73%
	Special Deposit Scheme (SDS)	83.33	3.83%
	Public Account with Central Govt.	-	0.00%
II	Corporate Bonds - PSU/PSFIs	439.38	20.17%
	Corporate Bonds -Private Sector (PVT)	91.30	4.19%
III	TREPS/LMF in hand	5.13	0.24%
IV	ETF	121.29	5.57%
	TOTAL	2,178.26	100.00%



(5) Staff Pension and Gratuity

A. Investment (at face value)

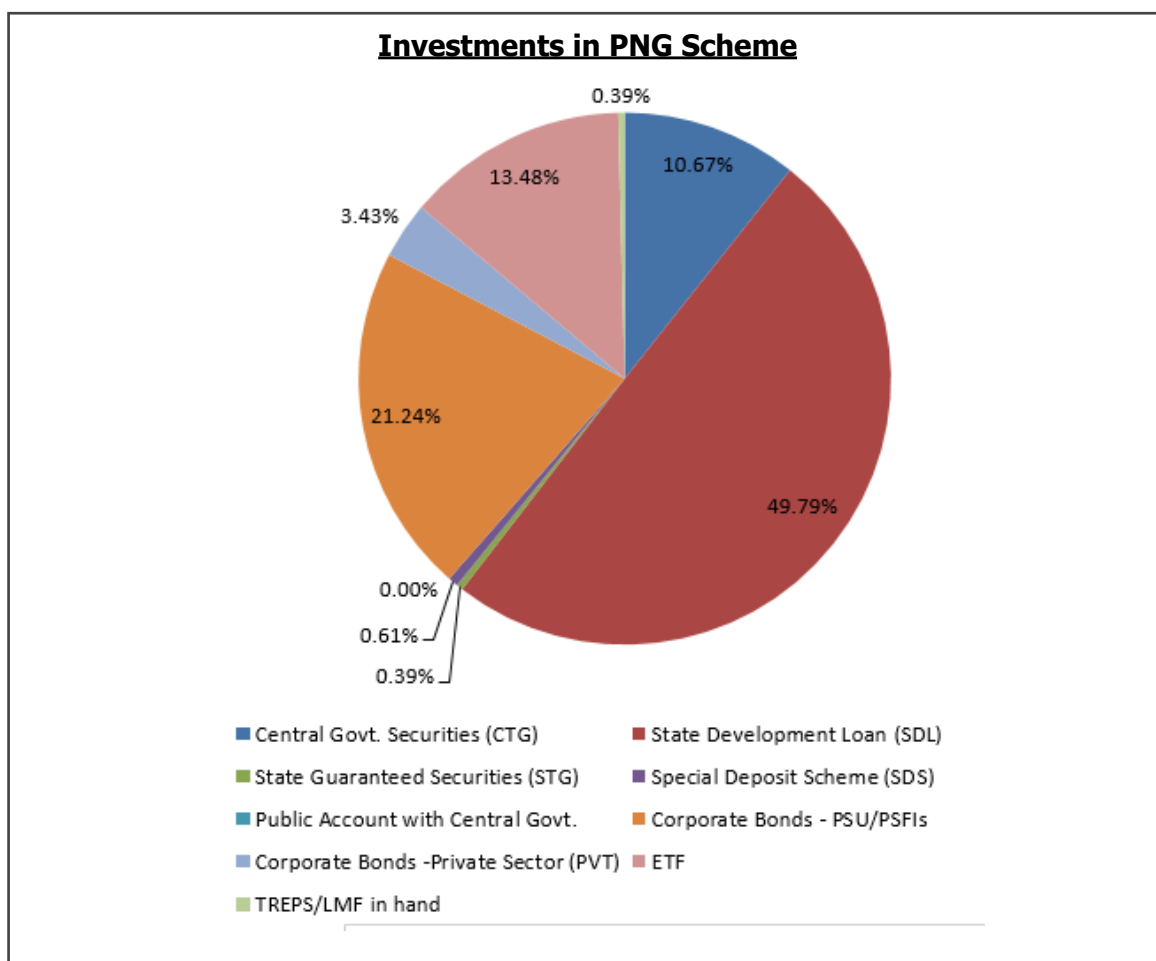
Rs. in Crs

1.	Total Investments as on 31.03.2021	12,441.18
2.	Total Investments as on 31.03.2022	14,955.00
3.	Net addition in Investments at Face value during the year 2021-22	2,513.82

B. Category wise break up of investments

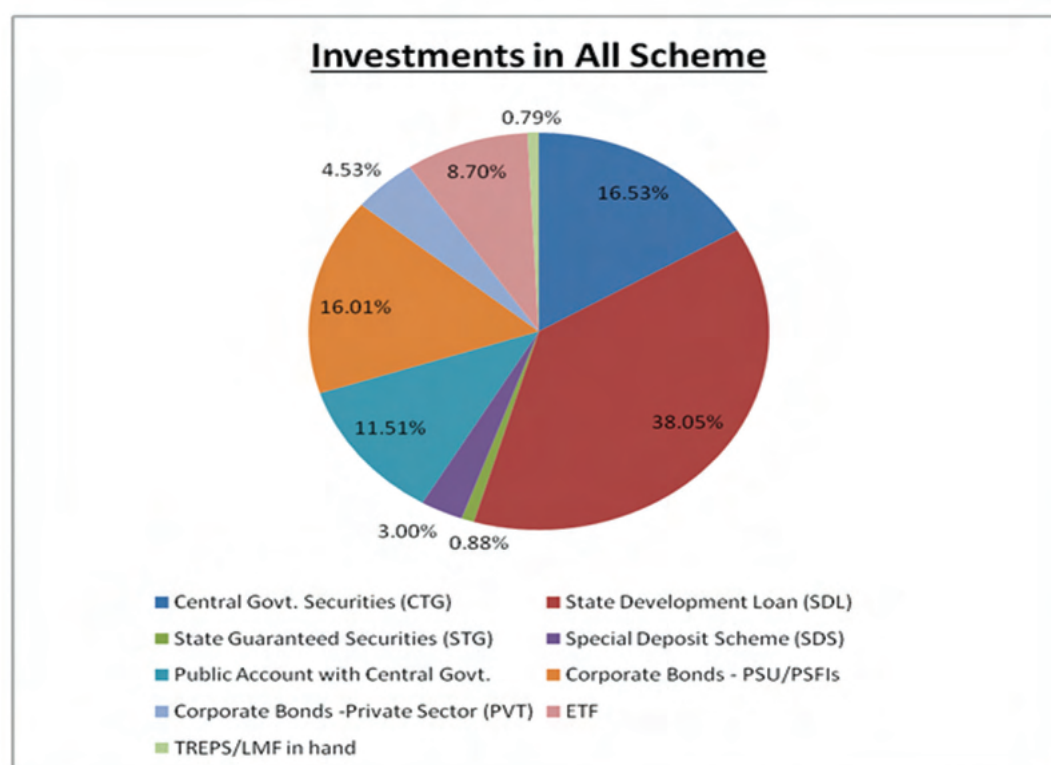
(Rs. in Crs)

Category	Instrument/Asset	Face Value as on 31.03.2022	Percentage
I	Central Govt. Securities (CTG)	1,596.30	10.67%
	State Development Loan (SDL)	7,445.81	49.79%
	State Guaranteed Securities (STG)	57.90	0.39%
	Special Deposit Scheme (SDS)	91.79	0.61%
	Public Account with Central Govt.	-	0.00%
II	Corporate Bonds - PSU/PSFIs	3,176.38	21.24%
	Corporate Bonds -Private Sector (PVT)	512.67	3.43%
III	TREPS/LMF in hand	58.05	0.39%
IV	ETF	2,016.10	13.48%
	TOTAL	14,955.00	100.00%



Consolidated statement of category wise investment of corpus under different schemes at face value as on 31.03.2022 [Including Equity related investments].

Category	Schemes					(Rs. in Crore)	
	Employees' Provident Fund (EPF)	Employees' Pension Fund (EPS)	Employees' Deposit Linked Insurance Fund(EDLI)	Staff Provident Fund (SPF)	Staff Pension and Gratuity Fund (SP&G)	Total	%
Central Govt. Securities (CTG)	1,98,787.86	98,011.72	3,809.48	468.93	1,596.30	3,02,674.28	16.53%
State Development Loan (SDL)	4,69,962.70	2,06,643.12	11,541.55	952.90	7,445.81	6,96,546.09	38.05%
State Guaranteed Securities (STG)	10,740.57	5,020.10	230.50	16.00	57.90	16,065.07	0.88%
Special Deposit Scheme (SDS)	53,283.35	1,400.52	2.50	83.33	91.79	54,861.49	3.00%
Public Account with Central Govt.	-	1,97,615.10	13,085.09	-	-	2,10,700.19	11.51%
Corporate Bonds - PSU/PSFIs	1,99,104.58	85,507.45	4,923.88	439.38	3,176.38	2,93,151.66	16.01%
Corporate Bonds -Private Sector (PVT)	56,145.70	25,115.42	988.85	91.30	512.67	82,853.95	4.53%
ETF	1,01,712.44	52,899.46	2,550.17	121.29	2,016.10	1,59,299.46	8.70%
TREPS/LMF in hand	11,216.47	3,048.93	86.67	5.13	58.05	14,415.26	0.79%
Total	11,00,953.66	6,75,261.83	37,218.70	2,178.27	14,954.99	18,30,567.44	100.00 %



5.21 The details of category and coupon wise investment at Face Value (Debt) (Un-exempted Sector) in respect of EPF Scheme, EPS, EDLI Scheme, SPF and SP&G are given in **Appendix- 5(ii) to 5(vi)**

5.22 Net Interest earned on investments (Including Equity related investments) (Un-exempted Sector) during the year 2021-22 is tabulated below:

S.No.	Scheme	Net Interest (Rs. in crore)
1.	Employees' Provident Fund	75,801.98
2.	Employees' Pension Fund	30,546.69
3.	Employees' Deposit Linked Insurance Fund	2,642.56
4.	Staff Provident Fund	155.73
5.	Staff Pension and Gratuity	869.08

5.23 Investments made by Exempted Establishments during the year are given below:

INVESTMENTS MADE BY EXEMPTED ESTABLISHMENTS DURING 2021-22	
Category of Investment	Amount Invested (Rs. in cr.)
Special Deposit Account	1,918.24
Govt. Guaranteed Securities	17,875.67
State Govt. Securities	24,340.56
Others	86,258.89
TOTAL GROSS INVESTMENT	1,30,393.37
LESS: Redemption	24,983.99
TOTAL NET INVESTMENT	1,05,409.38

RATE OF INTEREST TO MEMBERS

5.24 The interest rate on EPF deposits declared since 1952 onwards is given in **Appendix-5 (vii)**.

PRODUCTIVITY LINKED BONUS TO EPFO EMPLOYEES

5.25 Office-wise details of Productivity Linked Bonus for the year 2020-21 paid during the year 2021-22 to the employees of EPFO are given in **Appendix-5(viii)**.

CHAPTER 6

**Customer Service,
Communications & Public
Relations**

CUSTOMER SERVICE DIVISION

6.1 GRIEVANCE REDRESSAL MECHANISM IN EPFO

EPFO, in tune with its objectives, lays strong emphasis on customer service and the redressal of grievances of all stakeholders. The Organisation has a robust mechanism to handle the grievances of its stakeholders i.e. employers, employees and pensioners 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 138 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 Centre
- Whatsapp Business Helpline
- Twitter and FB account of EPFO & MoL&E
- FAQs
- Facilitation Centres

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. During COVID-19 pandemic, despite countrywide lockdown and only 50 percent staff attending office, the momentum in the resolution of the grievances was maintained despite the number of grievances having increased by a large percentage.

6.2 GOVERNANCE OF CUSTOMER SERVICE DIVISION

The Customer Service Division in the 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. The Nodal Officers looking after grievance resolution, have been nominated in each Zonal Office and Regional Office.

6.3 CENTRALIZED PUBLIC GRIEVANCE REDRESSAL AND MONITORING SYSTEM (CPGRAMS)

Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) is available on the PG portal of Govt of India. (www.pgportal.gov.in). It is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organisations who scrutinize and take action for speedy and favourable redressal of these grievances which has been successfully implemented in EPFO. All the offices are regularly using CPGRAMS to monitor & redress the grievances.

Monitoring of grievances received under CPGRAMS Portal.

- The grievances under CPGRAMS Portal are received by Customer Service Division (CSD) in EPFO Head Office through the Ministry of Labour & Employment. After receipt of grievances, they are forwarded to the concerned field office as well as ACC's of the concerned Division in Head Office for redressal.

- The field offices redress the grievances within the stipulated time and upload their reply on the PG Portal of CSD at Head Office.
- The CSD in turn forwards the reply to the Ministry of Labour & Employment for its final disposal. The Ministry then replies to the citizen except in case of grievances pertaining to DPG which are disposed of by DPG itself.
- Vigorous monitoring of grievances are done at all levels. Reports of pendency and disposal are generated regularly and followed up with field offices and different sections of Head Office through multiple modes like Emails, whatsapp, calls etc.
- With respect to grievances registered on CPGRAMS Portal, feedback is also taken over calls from 20 complainants every month to know the quality of redressal of grievances on CPGRAMS portal.
- Utmost priority was given to Covid-19 grievances registered on CPGRAMS Portal.

Comparison of receipts and disposal of grievances through CPGRAMS-

Year	Number of Grievances received	Number of Grievances disposed	Percentage of disposal	Average Time Taken
2020-21	44526	43978	98.76%	8
2021-22	94377	93081	98.62%	14

The total number of grievances received in 2020 - 21 was 44526 whereas in 2021-22, it increased to 94377 which is 111.95% more than 2020-21. However, the average time taken to resolve the grievances has increased to 14 days in 2021-22 as compared to 8 days in 2020-21.

Disposal of grievances received from various offices of Government of India:

S. No.	Grievance Source	Total Receipt	Disposed	Disposal Percentage
1.	DPG	2713	2584	95.24%
2.	DARPG	2219	2178	98.15%
3.	Local/Internet	74348	73380	98.69%
4.	President Secretariat	451	443	98.23%
5.	Pension	5310	5244	98.76%
6.	PMO	9334	9185	98.40%

Regular Review Meetings

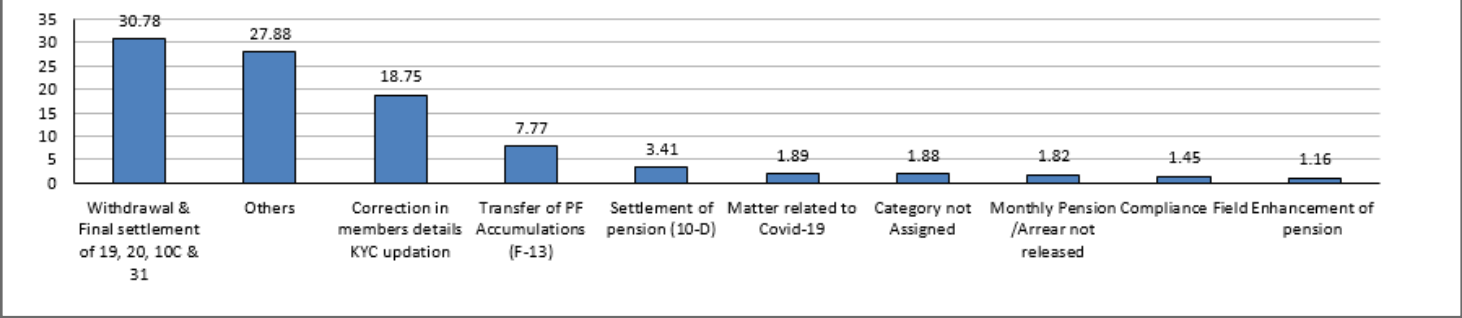
Utmost importance is given to the quality and prompt redressal of the grievances, for this weekly review meetings are taken up by Central Provident Fund Commissioner, EPFO. Meetings are also conducted and positions reviewed by other Senior Officers regularly and further regular review meetings are taken up by the Ministry Of Labour & Employment once in every month with EPFO.

Regular Review Meetings ensure that performance and quality of grievance disposal can be increased and monitoring of Zonal Offices and Regional Offices is also done in respect of feedback given by the complainant about how their grievance is disposed of.

Quality analysis of top categories in CPGRAMS (2021-22):

Grievance Category	Brought Forward	Received	Total Receipt	Receipt %
Withdrawal & Final settlement of 19, 20, 10C & 31	285	28768	29053	30.78
Other	93	26215	26308	27.88
Correction in member details KYC updation	37	17657	17694	18.75
Transfer of PF Accumulations (F-13)	52	7285	7337	7.77
Settlement of pension(10 -D)	25	3195	3220	3.41
Matter related to COVID-19	0	1783	1783	1.89
Category Not Assigned	4	1773	1777	1.88
Monthly Pension/Arrear not released	3	1715	1718	1.82
Compliance Field	17	1349	1366	1.45
Enhancement of pension	5	1091	1096	1.16
PF/Pension Amount Settled Less	4	925	929	0.98
scheme certificate (10 C)	1	376	377	0.40
Interest related	4	368	372	0.39
Issue of PF slip PF Balance	4	289	293	0.31
IS NDC for technical problem	2	254	256	0.27
Payment of insurance benefit (5 IF)	0	249	249	0.26
Grievance not pertains to EPFO	1	131	132	0.14
suggestions	0	132	132	0.14
Cheque returned/misplaced	2	123	125	0.13
HR HQ and HR Field	5	71	76	0.08
Compliance HQ	6	33	39	0.04
Pension HQ	0	36	36	0.04
Finance	0	7	7	0.01
Exemption	0	2	2	0.00
Total	550	93827	94377	100.00

Quality analysis of top 10 categories in CPGRAMS-Receipt % (2021-22)



APPEALS IN CPGRAMS

- Since, June, 2021 the CPGRAMS has provided appeal facility to its complainants, if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback. If the rating is 'Poor' the option to file an appeal is enabled.
- The Appeal Position as on 31st March 2022 is as follows:-

Total Appeals Received	Total Appeals Disposed	Appeals Pending as on 31/03/2022
10024	9690	334

SPECIAL CAMPAIGN FOR DISPOSAL OF GRIEVANCES ON PRIORITY

- The Government undertook a Special Campaign for disposal of pending matters during the period 2nd October 2021 to 31st October, 2021
- The objective of the Campaign was to dispose of pending references from Members of Parliament, State Governments, references for Inter-Ministerial Consultation (IMCs), Parliamentary assurances and Public Grievances.
- The Department of Administrative Reforms and Public Grievances (DARPG) has been designated as the nodal Department for the campaign.
- During the Campaign, 4773 Appeals were received by EPFO and disposed well within the stipulated date of 31st October, 2021

6.4 EMPLOYEE’S PROVIDENT FUND ONLINE GRIEVANCE MANAGEMENT SYSTEM (EPFIGMS)

Features of EPFIGMS:

A. 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 they are finally redressed.

This system has not only provided 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 access the system from anywhere and at any time.

Subsequently EPFO introduced many new online services to its stakeholders like ECR, UAN, Passbook, PMPRY, Online Transfer, Online Claim processing etc. With the extension of service areas of EPFO, the earlier EPFIGMS launched in 2010 was not meeting the challenges and new issues faced by the members necessitating

its revamping. The revamped EPFiGMS was launched by Hon'ble Minister of State for Labour And Employment on 21 August, 2019 at Hyderabad.

Besides, the revamped EPFiGMS is citizen centric and facilitates EPFO in monitoring the redressal of grievances more efficiently, transparently and with greater accountability. It has helped EPFO in streamlining its processes and improving the ease of business for the subscribers.

B. The revamped EPFiGMS2.0 is loaded with several innovative features, as below:-

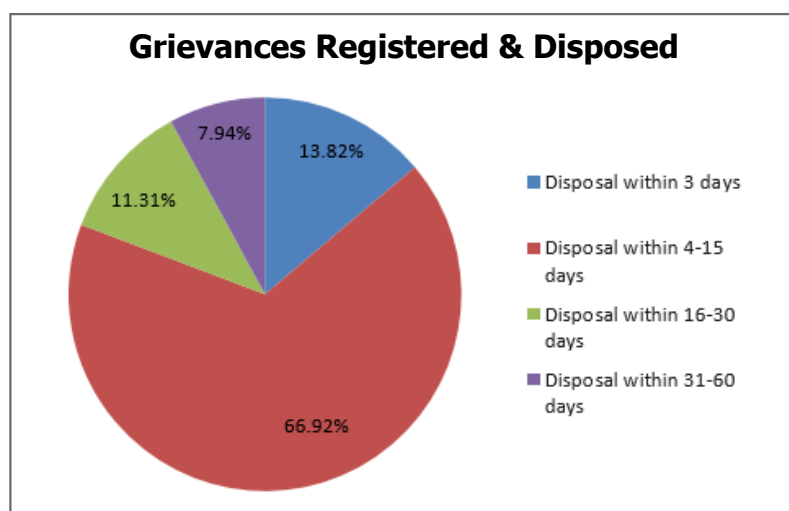
- Bilingual, as the grievances can be registered both in English and Hindi
- OTP verification to authenticate the user
- Online lodging of grievance/complaint based on UAN
- UAN integrated with master database of EPFO resulting in identification of EPF office for redressal of grievance
- Quick resolution - the lodged grievance is directed to the officer who is handling the account of the member.
- Comprehensive Categorization - 62 categories introduced to identify exact nature of grievance
- Grievance closure only after satisfaction of complainant
- Feedback by complainant on (a) Portal Interface (b) Quality of Redressal
- Multiple document upload - Up to 3 documents can be uploaded in one grievance
- Interactive system - Complainant can send online comments/ clarifications when asked
- Interim reply to complainant can be sent in case redress is delayed
- Dedicated Email and SMS facility to provide communications and alerts.
- 3-level escalation of grievances- RO, Zonal and HO
- Daily Monitoring through dashboard and MIS reports

C. A Grievance can be lodged on the EPFiGMS Portal by-

- i) PF member
- (ii) EPS Pensioner
- (iii) Employer
- (iv) Others

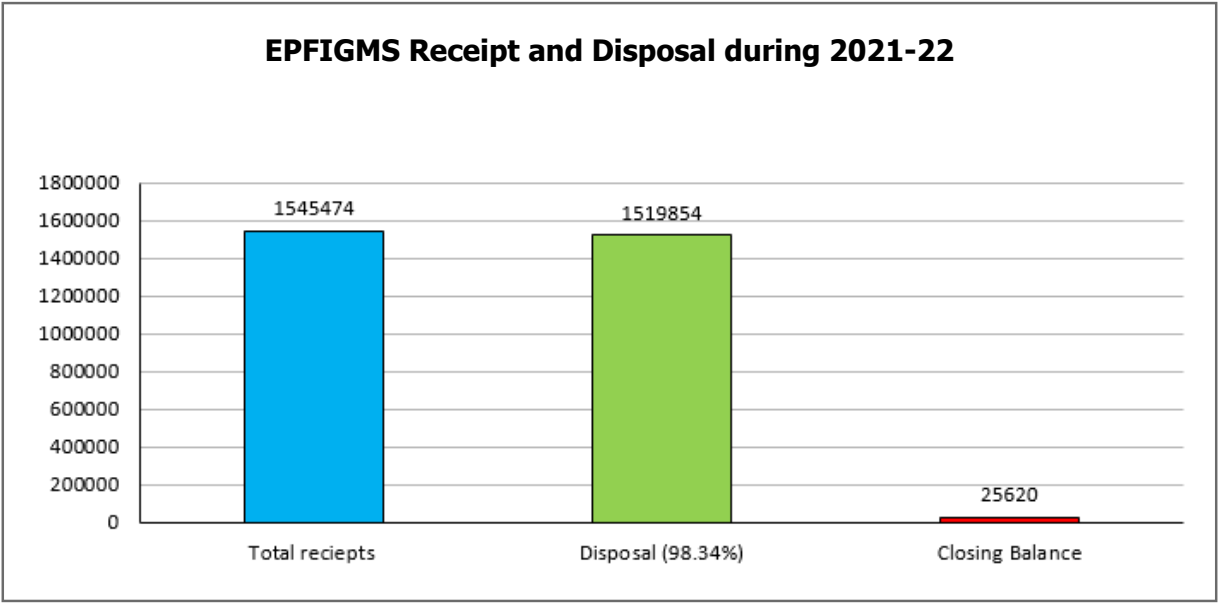
Grievances Registered & Disposed in EPFiGMS

Year	No. of Grievances	Disposed	% of Disposal
2021-22	15,45,474	15,19,854	98.34%



- 81% of Grievances resolved within 15 days
- 92% of Grievances resolved within 30 days

EPFiGMS also saw a rise in grievances with respect to last year. In 2020-21 the grievances received were 13,38,292 whereas in 2021-22 it increased to 15,45,474 which is 15.48% more than 2020-21.

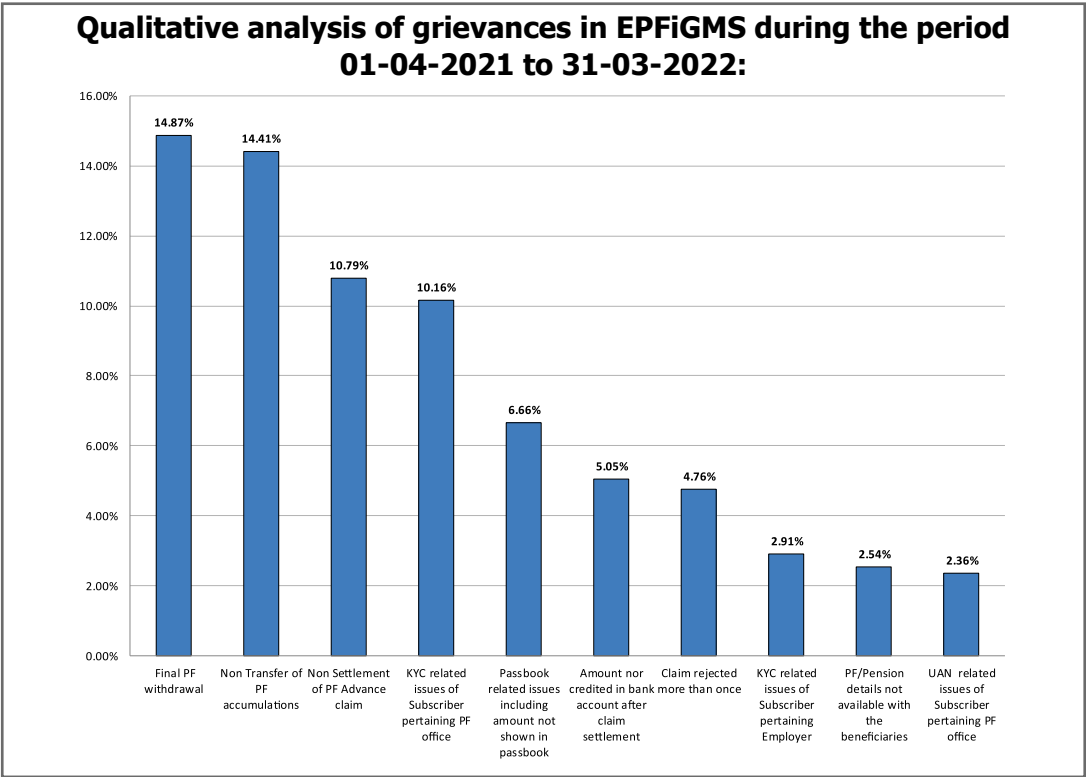


COVID-19 grievances of EPFiGMS

Three Categories of Grievances incorporated in EPFiGMS during the Covid-19 Pandemic period.

- (a) Covid-19 Advance related
- (b) PMGKY related
- (c) Claims rejected more than once

During the Covid-19 Pandemic Period, 34,932 grievances related to COVID-19 advances were received and 34,760 were disposed of with 99.51% of disposal.

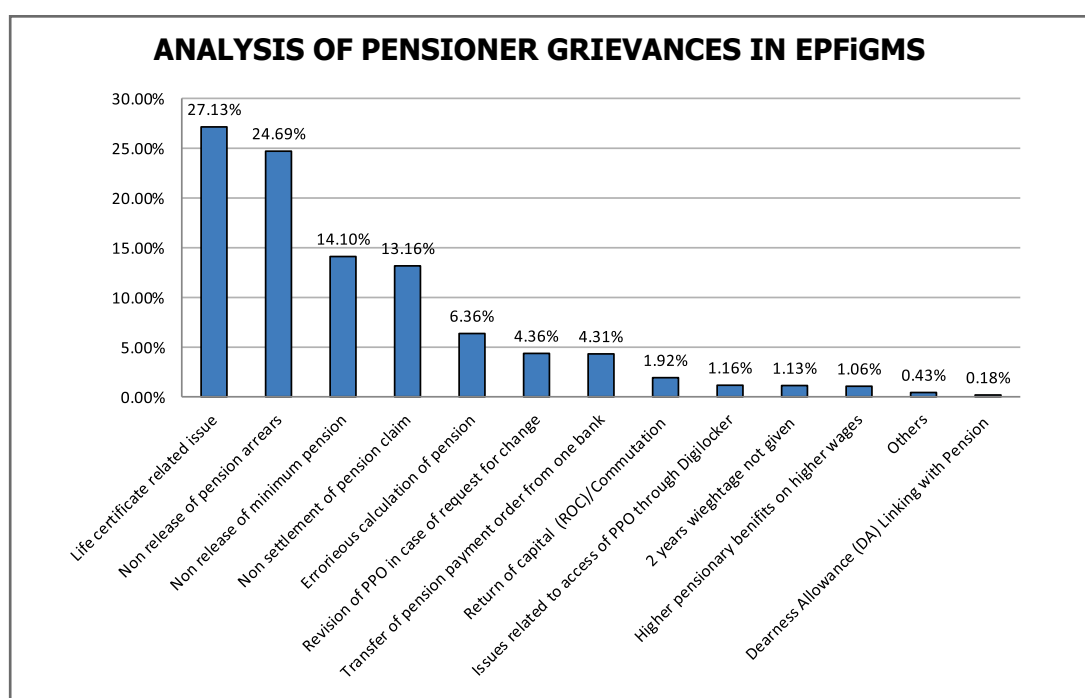
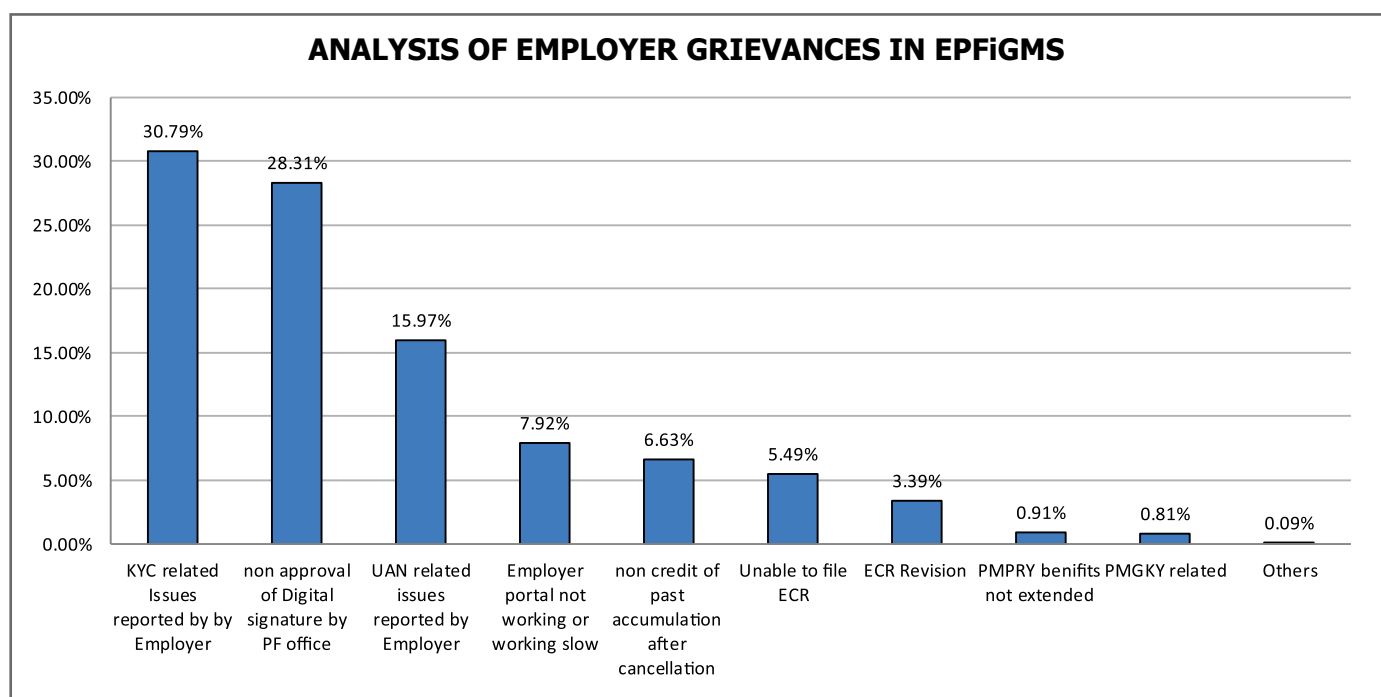


Category Analysis is being done regularly as it is a tool to assist Management in improving the system so as to minimise the grievances.

EPFiGMS in UMANG APP-

EPFiGMS has been onboarded in UMANG app during September, 2020. The data of UMANG App for the Financial year 2021-22 is as follows:

Period	Grievance Registered	Grievance Registered through UMANG	Percentage
2021-22	1532477	145827	9.52



6.5 STAR RATING OF OFFICES IN EPFiGMS

The feedback has been obtained from the stakeholders for the disposal of grievances to evaluate the quality of the grievance disposal. Out of 15,45,474 grievances received during 2021-22, 15,19,854 grievances have been disposed i.e; 98.34%.

Out of 15,19,854 grievance disposal, EPFO received 2,48,221 feedbacks from the stakeholders i.e; 16.33%. Further, out of that 2,48,221 feedbacks, 1,11,768 (45.03%) feedbacks are 3 stars and above. Hence, it is presumed that the majority of stakeholders are satisfied with the grievance resolution mechanism in EPFO.

The feedback is also obtained from the stakeholders for the portal performance and improvement. During the year, 81% feedbacks are 3 star and above with respect to performance of the EPFiGMS portal.

6.6 CALL CENTRE

EPFO has a Call Centre at NDC, Dwarka to address the queries received on Toll Free Number 1800118005 from its stakeholders across India. The Call Centre remained functional even during the COVID-19 pandemic. During the year 2021-22, 18,62,748 calls were attended in the Call Centre at New Delhi and 8 Zonal Call Centres.

- Further the Call Centre has been revamped in January, 2021 by implementing the CSC VCC (virtual contact centre), which has following advantages over the earlier system:-
 - » Call Recording Facility
 - » Call Monitoring Facility
 - » Real Time Dashboard
 - » Provision to store Missed Calls
 - » Call Back Facility
 - » Provision to send SMS
 - » Feedback from stakeholders
 - » Provision for detailed report
- Before implementing the CSC VCC, Call Centre Solution was receiving approx. 2000 calls per day. After its implementation, the average calls received per day during the year 2021-22 has increased to almost 5337 calls per day (almost 165%).
- 8 Zonal Call Centres have been operationalised at Kolkata, Hyderabad, Chennai, Mangalore, Bandra, Ahmedabad, Jaipur and Guwahati to respond to the queries in local vernacular languages i.e Bengali, Telugu, Tamil, Kannad, Marathi, Gujarati, Hindi and Assamese respectively in addition to Hindi and English.
- Constant monitoring of live calls by utilising the feature of interception has ensured the quality of reply furnished to the stakeholders.
- The facility of recording all calls with a time shelf of six months ensures the complaint verification.
- Real time and interactive dashboard ensures the smooth functioning of Call Centre with respect to the number of total agents, login agents, active agents, free agents, agents on break, customer waiting in queue etc.
- 61 agents are working in bilingual Hindi and English from 7 AM to 9 PM in 3 shifts in the Call Centre at NDC, New Delhi.



LAUNCH OF ZONAL CALL CENTRE IN GUWAHATI

The Guwahati Zonal Call Centre was inaugurated on 13 March 2022 by Hon'ble Minister, Labour and Employment in the presence of Minister of State Labour and Employment and CBT Members to reply to calls in Assamese language. Presently EPFO is replying the calls in 7 Local vernacular languages in addition to English and Hindi (Tamil, Telugu, Kannada, Marathi, Gujarati, Bengali, Assamese)

6.7 WHATSAPP BUSINESS HELPLINE

- EPFO has introduced WhatsApp Business Helpline Call number in all 138 Regional Offices from July, 2020 to resolve the queries raised by stakeholders from the comfort of their homes. These WhatsApp Business Helpline numbers are posted on EPFO website so that stakeholders can easily access the numbers of their respective PF Office.
- A dedicated team in each Regional Office ensures the reply to the queries within 24 hours.
- During the year 2021-22, 5,12,487 Grievances/Queries through WhatsApp Helpline were received, of which 5,03,572 have been resolved (98.26%).
- Frequently Asked Questions/Self-explanatory texts and standardised infographic has been shared in different regional languages in the catalogue features on the helpline for the benefit of all stakeholders.
- End to end encryption of WhatsApp Helpline assures total security.
- The WhatsApp Helpline ensures seamless and uninterrupted service delivery to the subscribers.

6.8 Social Media

EPFO has an impressive presence in Social Media. Social media queries are replied from the social media handles of EPFO and the queries related to EPFO which are received on the handle of MoL&E are also replied and sent to the MoL&E, to post on their handle.

The number of queries received and replied through Social Media Platform are tabulated below :

A. Social Media Grievances (Received from Ministry of Labour and Employment/MoS(IC))

The grievances/queries received on the Social Media Account of the Ministry of Labour & Employment and Minister of State (Labour & Employment)(Independent Charge)pertaining to EPFO have also been redressed. During the period 01.04.2021 to 31.03.2022, 2836 grievances/queries have been received and the same have been redressed, which is as under:

Month	Grievances Received	Grievances Disposed	Pending
April, 2021	272	272	Nil
May, 2021	184	184	Nil
June, 2021	273	273	Nil
July, 2021	269	269	Nil
August, 2021	310	310	Nil
September, 2021	196	196	Nil
October, 2021	239	239	Nil
November, 2021	289	289	Nil
December, 2021	251	251	Nil
January, 2022	252	252	Nil
February, 2022	164	164	Nil
March, 2022	137	137	Nil
Total	2836	2836	Nil

B. EPFO

- EPFO has an impressive presence on Social Media on Facebook, Twitter, Whatsapp and Quora.
- The replies furnished on Social Media upto 31.03.2022 is as under:-

	No. of queries received	No. of queries replied	Pendency	Disposal %
FaceBook	50,922	50,922	0	100%
Twitter	29,721	29,721	0	100%

6.9 FAQs

- A total of 375 FAQs pertain to EPFO, categorised Division wise and Category wise.
- Translation of FAQs in 13 Official languages successfully completed. These Languages are:- English, Hindi, Telugu, Gujarati, Tamil, Punjabi, Bengali, Odia, Nepali, Malayalam, Kannada, Marathi, and Dogri
- FAQs are successfully uploaded in English as well as Hindi language on the EPFO Website.
- 375 FAQs have been uploaded on the Quora Handle of EPFO.
- Creatives pertaining to the FAQs have been posted on FB and Twitter handles of EPFO.

6.10 PRO AND FACILITATION CENTRES

Every office in the organisation 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 organisation. Their grievances, if any, are also redressed.

6.11 WOMEN'S EMPOWERMENT DESKS

On the occasion of International Women's day (8th March 2022), the Hon'ble Minister virtually launched a Women Empowerment Desk to cater to all women stakeholder interactions with EPFO under which 25 helpdesks have been setup for facilitation of Women stakeholders of EPFO:

1. Delhi (Central)	10. Jaipur	19. Kolhapur
2. Delhi (North)	11. Shimla	20. Pune- Akurdi
3. Delhi West	12. Udaipur	21. Pune- Cantt.
4. Delhi South	13. Akola	22. Solapur
5. Bandra	14. Nagpur	23. Ludhiana
6. Bengaluru	15. Nasik	24. Chennai
7. Kolkata	16. Jodhpur	25. Mangalore
8. Barrackpore	17. Kota	
9. Kozhikode	18. Aurangabad	

6.12 SYSTEMIC CHANGES

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.

The following policy changes have been initiated in an effort to streamline the services of EPFO making them more customer friendly.

- An SMS is sent to all PF Subscribers in whose account the Employers Share of PF has not been credited.
- In order to bring more transparency and minimise grievances, calculation sheets are provided to subscribers at the time of PF withdrawal and also to pensioners explaining the pension amount sanctioned.

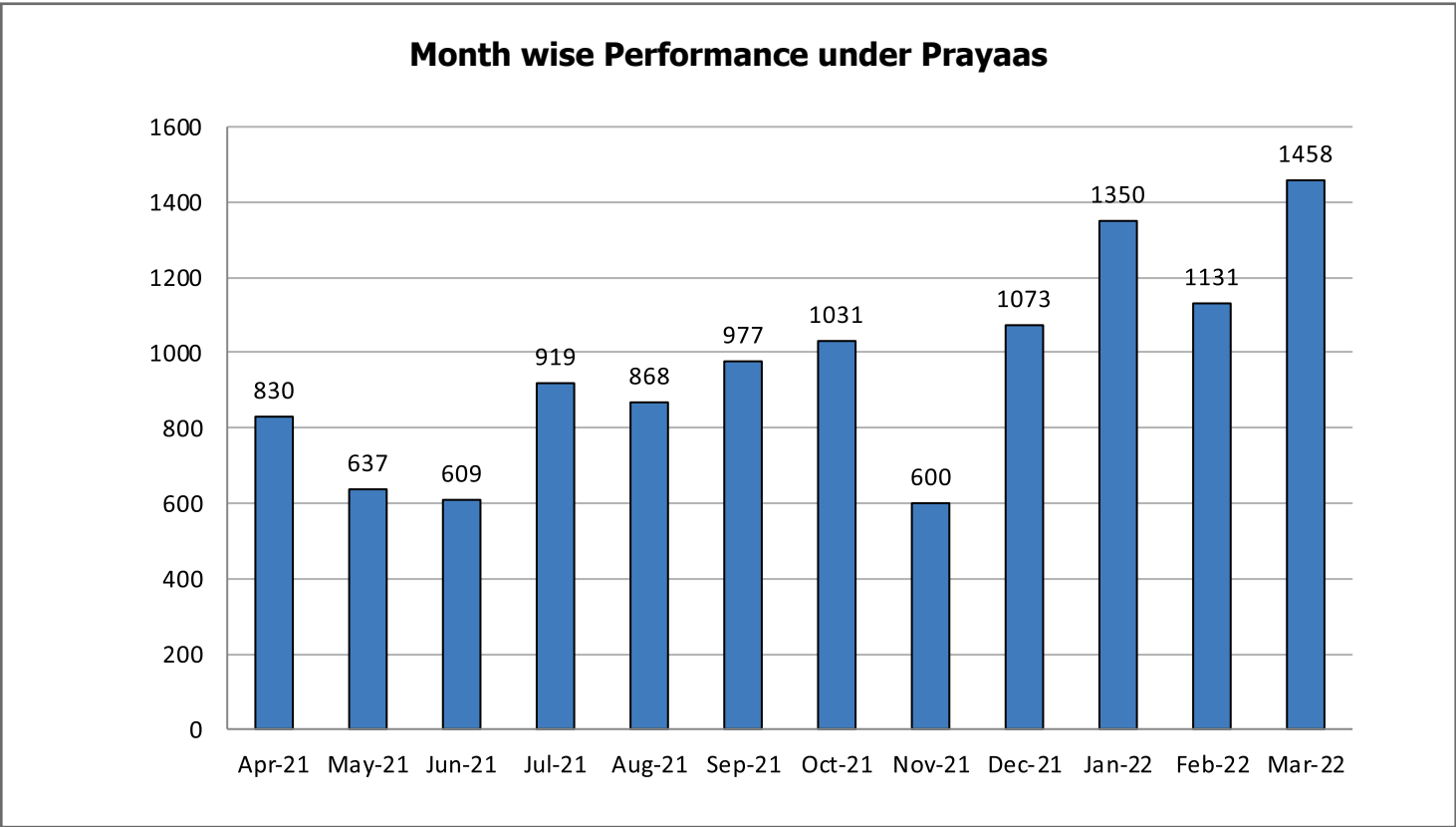
6.13 PRAYAAS

PRAYAAS is an endeavour for handing over PPOs to members of EPS 1995 on the day of their superannuation. Under this initiative, the member as well as his employer are suitably facilitated and guided through the process for submission of claim forms in advance so that the member’s PPO is issued on the day of superannuation. Prayaas was initiated on **21.07.2020**.

In PRAYAAS, webinars are conducted monthly by Regional Offices for EPS – 1995 members, who are superannuating within three months in which their employers are also being invited. The purpose of these Webinars is to educate the members of the EPS - 1995 and their employers so that they can submit the Pension claims complete in all respects and PPO can be issued to such members on the day of their superannuation.

Year-Wise summary of PPOs generated under Prayaas is as under:

Period	No. of PPO’s generated
2020-2021	9702
2021-2022	12933



6.14 PENSION ADALAT

It is an initiative for pensioners of EPS 1995, for closer interaction with their respective EPFO Officers/officials for getting their grievances resolved on top priority and efficient & smooth services. In this initiative, all types of grievances related to non-receipt of pension, arrears, transfer In/out cases, digital life certificate etc. are heard by senior officers of concerned Regional Offices with the objective to resolve them on the spot and provide them seamless services. It can be organized both online and offline.

‘Pension Adalat’ is being held every month in addition to **‘Nidhi Aapke Nikat’**.

6.15 NIDHI AAPKE NIKAT

In an endeavour on the part of the organisation to be more accessible to its stakeholders including employers, Nidhi Aapke 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.

COMMUNICATION & PUBLIC RELATIONS DIVISION

6.16 The Communication & Public Relations Division (C&PR) represents the nodal desk for public relations to establish and maintain relationships with stakeholders especially the media, and other opinion makers of the society. Its responsibilities include designing communications campaigns, issuing press releases, coordinating with the press, acting as organisation's spokesperson, maintaining the website and social media content, and building brand image of EPFO thereby improving the image of the Government as a citizen centric unit.

The COVID pandemic tossed unique challenges in the preceding financial year in terms of traditional outreach activities. However, the C&PR Division has been quite active in spreading awareness about the initiatives taken by EPFO to facilitate ease of living, 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 for citizens to acknowledge, especially regarding initiatives that helped mitigate the impact of COVID era. The strategy was to reach out through press releases, webinars and social media. Consequently, the efforts of EPFO in truly acting as an "essential services" arm of the Government despite the covid constraint, earned the trust of the citizens while handling service requests. National media carried out news of EPFO extensively giving confidence about the Government's commitment for ensuring Social Security delivery seamlessly. Almost all the initiatives made positive stories such as quick roll out of Aatmanirbhar Bharat Rojgar Yojana that was specially introduced to contain inconveniences caused by lockdown, raising of assurance benefit from 6 lakhs to 7 Lakhs under EDLI w.e.f 28.04.2021, allow EPF members to avail second non-refundable COVID-19 advance.

'Two specially designed booklets released in 229th CBT held on 20th November 2021 titled 'Response to Covid - 2.0' were released. The booklet was an effort to encapsulate the preparedness of EPFO to innovate and deliver uninterrupted services to its stakeholders through the difficult time of Covid-19 pandemic. The booklet was the second in the series; the first version was released in the 228th CBT meeting held on 04th March 2021. Another booklet titled 'Nirbadh: seamless service delivery.' This booklet is a compilation of initiatives taken and strategies adopted by EPFO towards successful digital transformation from 'EPFO to e-EPFO' over the last three years. These efforts have enabled EPFO to move towards digitally interacting paperless organisations, thereby enhancing ease of living for all its stakeholders.

During 2021-2022 where serious challenges were posed by pandemic Covid-19, C&PR Division educated the stakeholders through social media by posting of creative's on Facebook & Twitter, banners, cartoons, and videos on Youtube about the steps taken by the Government in the area of Social security.

6.17 The key areas of information dissemination and popularization by C&PR division were: -

- Education to the stakeholders that EPFO never asks for personal details like PAN, UAN, Bank Account over phone, social media, whatsapp etc., so never respond to such calls
- Benefits of filling E-nomination.

- Steps on how to file e-nomination
- Requirements to file e-nomination
- Educate members to file e-nomination and empower family
- Educate members why one should file e-nomination
- Payroll data
- On International Women's day urge Women member to file e-nomination and empower their family members
- 3 pillars of Aatmanirbhar Bharat Rozgar Yojana (ABRY)
- Information to the stakeholders about TDS liabilities
- Member can file new nomination to change existing nomination
- Information to pensioners that they can now submit Life Certificate at any time which will be valid for 1 year from date of submission
- Educate members how to transfer EPF online
- Salient features of Employees' Deposit Linked Insurance Scheme, 1976
- Check EPF balance by missed call
- EPFO onboards Air India for Social Security Coverage
- Process to update Date of Birth in EPFO records online
- Educate members for apply of Non refundable EPF advance
- Extension of date of registration under ABRY upto 31.03.2022
- Benefits payable to Parents/Nominee under EPS 1995
- Benefits payable to Orphans under EPS 1995
- Benefits payable to Widow/Widower under EPS 1995
- EPF members can avail second covid-19 advance
- EPFO services available on UMAG App.
- Members can visit epfigms portal for redressal of grievances
- EPF members can avail Covid Advance facility even after leaving service

During 2021-2022, Social Media Platforms of EPFO were extensively used as an outreach tool to highlight important meetings/events such as CBT meetings, Foundation Day celebrations and launch of Schemes by the Government. As on 31.3.2022, EPFO had 2,96,920 followers on its facebook page and thus increasing approx. 24% follower from the previous year (i.e 2020-2021) and 1,92,197 followers on twitter thus increasing approx. 56% follower from the previous year (i.e 2020-2021) and total number of followers on youtube were 18300. Total numbers of webinars organized were 26,186 with 1,68,519 stakeholders participating.

RIGHT TO INFORMATION

6.18 EPFO has designated Central Public Information Officers (CPIOs), Central Assistant Public Information Officers (CAPIOs) and First Appellate Authorities for its Field Offices, Zonal offices as well as each Division of Head Office to effectively discharge the responsibilities under the RTI Act, 2005. Status of disposal of applications/appeals filed under RTI Act during the year is given in **Appendix-6**.



WOMEN'S DAY

CHAPTER

7

Human Resources

7.1 INTRODUCTION:

"Human Resource Management" (HRM) is an important division in EPFO in view of huge organisational set up and diversity in line and staff functions. The overall mandate of the HR Wing 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 workforce of 14484 officers and staff was in position at the end of March 2022 in the Head Office (including National Academy and 04 Zonal Training Institutes and 01 Sub Zonal Institute), 21 Zones and 138 Regional Offices, 114 District Offices and 05 Special State Offices. 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.

The Human Resource Wing is headed by Additional CPFC (HQ), a Joint Secretary level officer. Its functions are organized into Divisions and sections viz., Human Resource Management Division, Human Resource Development Division, Examination, Training, Welfare and Industrial Relations section.

7.2 MANPOWER:

The total strength of Officers and Staff in the Employees' Provident Fund Organisation stood at 14484 as on 31.03.2022 as against the total sanctioned manpower of 24,073.

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

PROMOTIONS MADE DURING THE YEAR:

7.3 The Group 'A' cadre of the organisation is managed centrally at Head Office by the Human Resources Wing. Human Resources Management Division completed all the important activities in order to fulfill the manpower requirement for the organisation by conducting regular DPCs. The cadre-wise promotions made in Group 'A', 'B' and 'C' are as under: -

7.3.1 GROUP A CADRE:

- **Regional Provident Fund Commissioner-I:** NFSG order was issued for placement of 152 RPFC-I in the NFSG Scale of PB3 Rs. 15600-39100/- + Grade Pay Rs. 8700/-.
- **Regional Provident Fund Commissioner-II:** Departmental Promotion Committee meeting for promotion to the post of Regional Provident Fund Commissioner-II in level 11 of the pay matrix for the panel years 2021 and 2022 was conducted and total 96 officers were promoted to the post of Regional Provident Fund Commissioner-II. Further, 01 officer was also promoted to the post of Regional Provident Fund Commissioner-II by opening of sealed cover.
- **Assistant Provident Fund Commissioner:** Departmental Promotion Committee meeting for promotion to the post of Assistant Provident Fund Commissioner in level 10 of the pay matrix was conducted and placement/promotion of 49 officers to the post of Assistant Provident Fund Commissioner were done. Further, 02 officers were also promoted to the post of Assistant Provident Fund Commissioner by opening of sealed cover.
- **Director (OL):** An Office order was issued for promotion to the post of Director (OL) in level 12 of the pay matrix.

- **Assistant Director (IS)** – An STS order was issued for placement of 18 Assistant Director (IS) in the Senior Time Scale of PB-3, Rs. 15600-39100/- + Grade pay Rs. 6600/-.
- **Chief Technology Officer:** Chief Technology Officer was appointed in EPFO on deputation basis in level 13 of the Pay Matrix (PB-4, Rs. 37,400- Rs. 67,000 with Grade Pay of Rs. 8700/-).

7.3.2 GROUP B CADRE:

- **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 145 promotions to the post of Enforcement Officer/Accounts Officer under Seniority Quota were made.
- **Private Secretary (Seniority Quota):** The Regularization / Promotion for the post of Private Secretary in respect of 91 Personal Assistants was approved by the Competent Authority.
- **Section Officer (Seniority Quota):** The Regularization / Promotion for the post of Section Officer in respect of 04 Assistant Section Officers was approved by the Competent Authority.
- **Assistant Section Officer (Seniority Quota):** The Regularization / Promotion for the post of Assistant Section Officer in respect of 10 Upper Divisional Clerks was approved by the Competent Authority.

7.4 IMPLEMENTATION OF RESERVATION POLICY:

A Special Cell headed by Additional Central Provident Fund Commissioner as Chief Liaison Officer (CLO) set up at Head Office of the EPF Organisation, ensures due compliance of the orders of reservation policy issued from time to time pertaining to SCs and STs officers/officials and also disposes of grievances of the employees of these categories., It also scrutinizes and consolidates the statistical data in respect of them. The Chief Liaison Officer is assisted by a Liaison Officer and one Section officer. Further, 01 Liaison Officer has been nominated in each of the Regional Offices.

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.

The Special Cell received 19 grievances from SC/ST employees and their Associations in the financial year 2021-22. Out of which, 04 have been replied or redressed and remaining 15 are being continuously pursued for finalization.

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 rung of the Commissioners' cadre of the Organisation in the grade of Assistant Provident Fund Commissioner.

In accordance with extant provisions, the benefit of reservation representation has been extended to eligible officers in APFC cadre. As on 31.12.2021, the representation of various categories in the cadre of APFCs in Direct Recruitment Quota as well as Departmental Promotion quota is given below in **Table I and Table II:-**

TABLE-I:

Direct Recruitment Quota – Position as on 31.12.2021

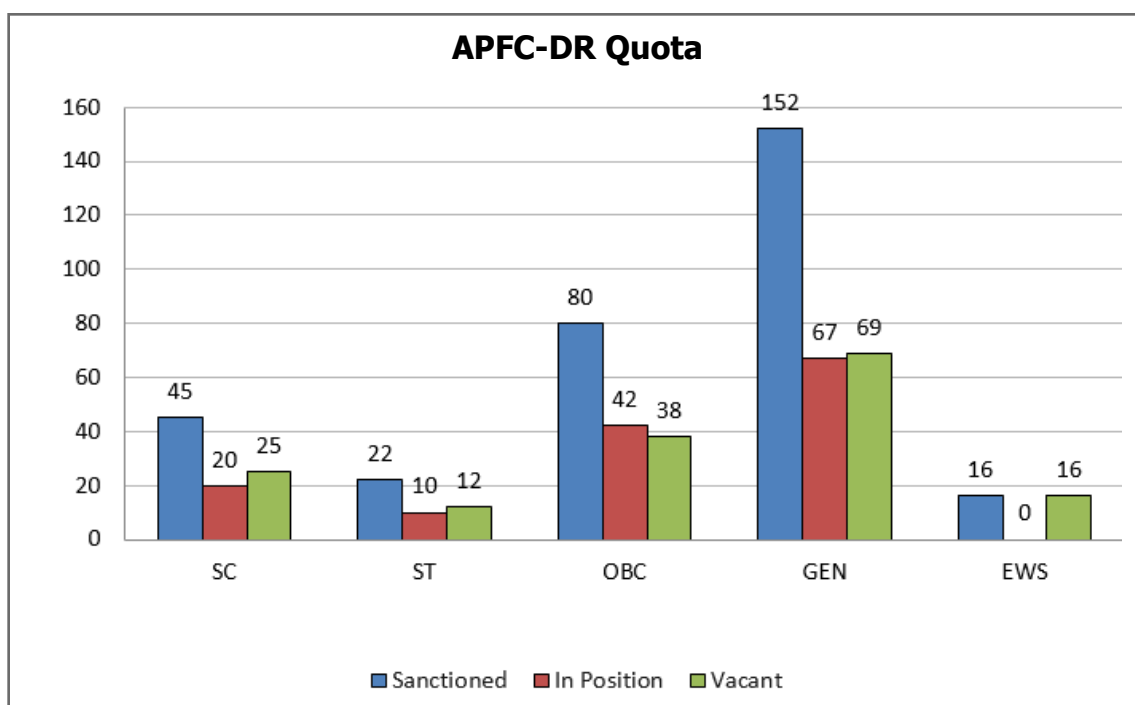
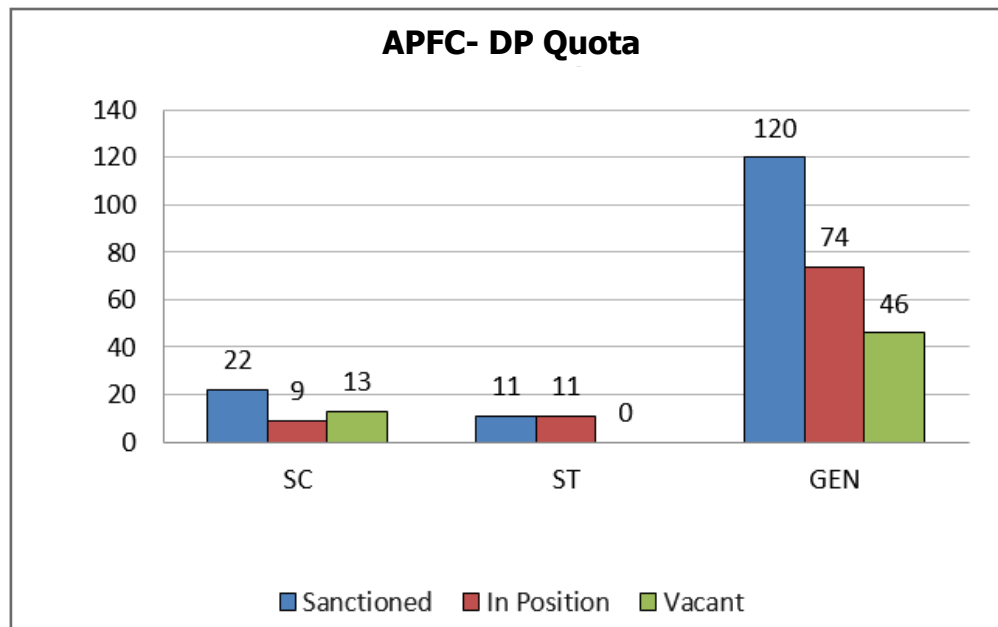


TABLE-II:

Seniority Quota - Position as on 31.12.2021



7.5 INTER-REGIONAL TRANSFERS:

The Central Board of Trustees amended the Inter Regional (State) Transfer Policy for the cadre of SSAs and authorized the competent authority to grant relaxation in service period in respect of the officials where the request for transfer has been made on the basis of prevalent DoP&T guidelines. Accordingly, requests of Inter Regional (State) Transfers for the year 2022 were processed and transfer orders in respect of 74 officials were issued.

7.6 COMPASSIONATE APPOINTMENTS:

The Central Board of Trustees revised the delegation of powers to appoint persons on compassionate grounds. After the revised delegation of powers for appointment on compassionate grounds to the Central Provident Fund Commissioner and Additional Central Provident Fund Commissioner (Zones), 20 offers of appointment have been issued by the respective competent authorities.

HUMAN RESOURCES DEVELOPMENT (HRD)

7.7 The Human Resource Development Wing is the policy planning wing of the Human Resource Division. Its specific responsibilities include creation of posts and drafting & 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 interventions in the areas of training and career development.

7.8 During the year 2021-2022, the transfer policy for the Commissioner Cadre in EPFO was revised and "The Transfer Policy for Commissioner's Cadre, 2022" was circulated on 30.03.2022.

7.9 A draft Transfer Policy for Group B Officers in EPFO was prepared and circulated for comments from Stakeholders.

7.10 Work for the all India roll out of e-office was initiated and matter was taken with NIC for license for around 15000 users and Railtel for Technical support. It was officially launched from Regional Office, Guwahati for field offices.

7.11 Re-Delegation of powers in the matter of intimation of property return under Rule 13 and Rule 18 of CCS (Conduct) Rules, 1964 was done.

7.12 The New Pension Scheme (NPS) of the Govt. of India was adopted during the 190th meeting of the Central Board of Trustees, held on 15-09-2010 for officers/employees of the Central Board appointed on and after 01-01-2004. A total of 136 DDOs of EPFO are registered as PAO with National Securities Depository Limited (NSDL). 7740 employees of EPFO are currently subscribing to NPS.

EXAMINATION DIVISION

7.13 The Examination Division in EPFO, Headquarters conducts Limited Departmental Competitive Examinations for filling up vacancies against the Examination Quota as laid down in the Recruitment Rules of various cadres in EPFO and Direct Recruitment Examinations for Group-B (Non-Gazetted) and Group-C posts in EPFO. In addition, the Examination Division also notifies examination schemes for conducting Limited Departmental Competitive Examinations and Probationary Examinations for Direct Recruits. The details of action taken during the year 2021-2022 are provided below:-

Declaration of Result of LDCE for promotion to the post of Section Supervisor :

The Limited Departmental Competitive Examination for promotion to the post of Section Supervisor was conducted on 27.07.2019. In relation to this examination, around 70 cases of different categories like eligibility, year wise results, etc were filed in the various legal fora. The various legal issues were examined in detail to ensure that there is no legal issue preventing declaration of result in respect of each State. Accordingly, the result was declared in stages in respect of States as and when the pending issues were resolved. The result was declared subject to the outcome of the various court cases.

The details of declaration of result are as under:-

Sl. No	Region/ Political State	Result Declared on	Vacancy				Qualified			
			SC	ST	UR	Total	SC	ST	UR	Total
1	17 States *	25-01-2022	107	54	598	759	107	28	598	733
2	Gujarat	10-02-2022	11	03	61	75	11	03	61	75
3	Madhya Pradesh		04	07	24	35	04	07	24	35
4	Rajasthan* *	22-02-2022	03	02	17	22	03	02	16*	21
5	Telangana	25-03-2022	04	04	26	34	04	04	26	34
6	Jharkhand	29-03-2022	01	00	07	08	01	00	07	08
Total			130	70	733	933	130	44	732	906

*Uttarakhand, Delhi, Haryana, Punjab, Himachal Pradesh, Uttar Pradesh, Bihar, Odisha, Andhra Pradesh, Karnataka, Goa, Kerala, West Bengal, North East Region, Chhattisgarh, Maharashtra and Tamil Nadu.

**One post was kept vacant as per the interim order dated 29.05.18 of Hon'ble High Court, Jodhpur in SBC NO. 7261/2018 filed by Shri Premchand Deshantri

7.14 PROGRESSIVE USE OF OFFICIAL LANGUAGE HINDI:

EPFO is committed towards ensuring propagation and expansion of the Official Language i.e. Hindi and its increasing use at various levels. Amidst challenging situations due to COVID-19 pandemic, the year (2021-2022) witnessed an overall increase in the progressive use of the Official Language, as is evident from the following:

- Official Language Implementation Committee has been constituted in all the Regional/ Zonal offices including Zonal Headquarters and Zonal Training Institutes. The Official Language Implementation Committees constituted in all the Regional/ Zonal offices and Zonal training Institutes have taken necessary steps to increase the use of Hindi in official work every quarter. A total of 623 meetings of the Official Language Implementation Committees were held in these offices through virtual platform (s) or maintaining social distancing norms as per SOPs issued by Ministry of Home Affairs, Ministry of Health & Family Welfare, Govt of India.
- During the year, 652 quarterly progress reports received from the Regional Offices/ Zonal Offices and Zonal Training Institutes were reviewed by the Headquarters and based on the quality of work; 'Outstanding, Very Good, Satisfactory and Poor grading' had been given. It is noteworthy that the Official Language Rule 5 and Section-3 (3) of the Official Language Act are being fully followed by all the offices of the organisation.
- A total of 607 Hindi workshops were organized during the year to promote Hindi in the organisation and to provide training to the staff through virtual platform (s) or maintaining social distancing norms as per SOPs issued by Govt. of India. In these workshops, a total of 5,424 officers and employees got an opportunity to improve their knowledge and skills to make practical use of Hindi in their official work.
- Cash award of Rs. 1000/- each to those employees of the organisation who have done 75% work in 'B' area and 50% in 'C' area under 'Departmental Cash Award Promotion Scheme for Hindi Usage' has been given. A total amount of Rs 14,55,000/- has been utilized under this head.
- As per the direction of the Department of Official Language, Ministry of Home Affairs, Govt of India, the Chairmanship of TOLIC, South Delhi-1 has been entrusted to E.P.F.O., Head Office. At present the number of member offices under it is around 70. Eight Nodal Offices have also been nominated to monitor the reports of member offices. In order to provide information to all the offices, on the official website of the EPFO corner tab, "Narakas" tab has been made available in collaboration with NDC

and e-mail id: tolic.epfo@epfindia.gov.in' has been created for contacting the member offices through emails.

- As per the instructions of the Department of Official Language, almost all the Regional/ Zonal offices and zonal training Institutes of the organisation are active members of the Town Official Language Implementation Committee (NARKAS) and actively participate in its activities. For best performance in Hindi in their respective offices during the year to Regional Offices, viz., Thane, Mangaluru, Muzaffarpur, Nagpur, ZTI Kolkata were honoured with various prizes, Official Language Shield and letter of Appreciation.
- Each office has a library for the usage of staff members. Out of the total amount spent on the purchase of books, 50% is spent for the purchase of Hindi books as per the norms prescribed by Department of Official Language, Ministry of Home Affairs, Govt of India.
- Keeping SOP guidelines and instructions of the Government of India, Hindi fortnight was organized in all the offices of the organisation during the month of September. In the competitions organized during the Hindi Fortnight, an amount of Rs. 23,71,645/- was utilized.
- To review the progress of Official Language in EPFO, the Committee of Parliament on Official Language visited PDNASS (06.07.2021), Regional Offices, viz., Karnal (09.04.2021), Delhi (Central) (16.08.2021), Delhi (South) (18.08.2021), Faridabad (20.09.2021), Vadodara (22.09.2021), Guwahati (26.10.2021), Kolkata (28.10.2021), Darjeeling (29.12.2021), Siliguri (31.12.2021) & Portblair (25.02.2022).

7.15 EPF STAFF PENSIONERS:

The total number of pensioners of EPFO as on 31.03.2022 stood at 14,552. Out of this, 11120 are pensioners and 3432 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).

7.16 REVIEW UNDER FR SECTION 56(j) AND RULE 48 OF CCS (Pension) RULES, 1972:

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 Field Offices. The review was undertaken in respect of field offices for Group-A and Group-B (EO/AO and equivalent and Below EO/AO and Equivalent) posts and in the Head Office for (SO and equivalent and Below SO and Equivalent) posts. The screening of 1068 officers/officials has been conducted in the cadres of Group-A and Group-B and the review of 464 officials has been conducted in the cadre of Group-B in Head Office and Field Offices as per data available and received from respective Field Offices.

7.17 ANNUAL IMMOVABLE PROPERTY RETURN (AIPR):

In-house developed AIPR module has been deployed and AIPR in respect of 798 Group A officers & 3481 Group B officials of EPFO were submitted online for the year 2021-22 through this module. This software was designed, developed and deployed by the IS (Div) of EPFO.

7.18 DISCIPLINARY & APPEAL/ REVIEW SECTION (DAR):

The Administrative Vigilance Section (AVS) was created under the Human Resource Division of the Head Office on 29th September, 2011 to deal with the lapses of administrative nature, not involving a vigilance angle. Additionally, some work items were transferred later. The section now has been renamed as DISCIPLINARY & APPEAL/REVIEW SECTION (DAR).

The performance is summarized as under:

- Institution of Disciplinary Proceedings for Administrative Lapses: Based on misconduct noticed, disciplinary proceedings were initiated against 04 officials. Steps were taken for timely finalization of

pending departmental cases (including those pending from previous year), as a result of which 03 such cases were concluded.

- Review of cases of Suspension: After the matter was transferred from Vigilance Wing to HRM and then to AVS, suspension in all matters, including vigilance cases, are processed in DAR Section. Meetings/ deliberations of the Suspension Review Committee are held from time to time and all the cases are placed before it for review. Based on a decision of the Appointing Authority, a total of 08 officials were placed under suspension. Suspension of 02 officials (including those suspended during the previous years) was revoked as per recommendation of the Committee.
- Miscellaneous work pertaining to aforesaid core areas: Approximate 1300 Vigilance Clearance Certificates were processed, apart from applications under RTI Act and including cases pertaining to Courts/Tribunals/Commissions, sanction of honorarium to Inquiry/Presenting Officers for department cases etc.

7.19 STAFF WELFARE ACTIVITIES:

The CBT (EPF) in its 121st meeting held on 29.12.1989 approved the proposal for setting up of the EPF Staff Welfare Fund with an objective to provide security-cum-welfare cover to all of the staff members of the EPFO.

During the period 2021-22 with the approval of Competent Authority, an amount of Rs. 21 Crore was allotted for further allocation to various Regional Staff Welfare Committees (RSWCs) through respective Zonal Offices/ Head Office/ PDNASS under the Budgetary Head of "Staff Welfare Fund" for Staff Recreation Club, Scholarship & Book Award and other activities such as providing financial assistance @Rs 2,10,000/- to the employees/family member in the prolonged illness & surgery based on the recommendations made by a Screening 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 health checkup for all the employees having attained 50 years of age and optional 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 56-60 years with a maximum ceiling of Rs. 2000/- per male employees / spouse of female employee and of Rs. 2200/- for the female employee/spouse of male employees; Women's Day Celebrations expenses, Maintenance of Ladies Common Room; Holiday Home/Guest House, Canteen maintenance; Death Relief Fund etc.

7.20 NEW INITIATIVES UNDERTAKEN:

Ex gratia Death Relief Fund of Rs. Eight Lakhs in the event of death of an employee due to Non -Covid-19(normal death): Enhancement in the rate of Ex gratia Death Relief Fund from Rs. 4.20 Lakhs to Rs. 8 Lakhs to the family members of the deceased employee in the event of unfortunate death of an employee due to Non-COVID-19 (Normal death).

7.21 STAFF SPORTS ACTIVITIES IN EPFO:

The Central Sports Promotion Board (CSPB) is entrusted with organizing sports related activities for the employees of the Board. All sports events are organized on rotation by various Regional Sports Promotion Boards (RSPBs) in a Zone. A budget of Rs. 4,21,66,765/- under the budget head "Sports Activities" was approved. However, due to Covid-19 pandemic, no sports activities were conducted during the year 2021-22 in view of the Ministry of Home Affairs and Govt. of India guidelines for the containment of Covid-19 virus across the country.

As sports activities were not conducted due to Covid-19 pandemic, an amount of Rs. 2.18 Crore was allocated from budget head "Sports Activities" to all the Offices of EPFO for felicitating 10 or more deserving Group-B and Group-C employees with a letter of appreciation along with a cash award not exceeding Rs. 5000/- (Rs. Five Thousand only) for rising to the occasion and ensuring consistent and seamless services to the stakeholders during the lock-down period that helped in further strengthening of Citizen-Government Trust.

7.22 INDUSTRIAL RELATIONS (IR):

Industrial Relations encompass the relationship between the management and employees of an organisation to resolve any industrial dispute. In the context of EPFO, this means an interaction between management (at Head Office level and at field office level) on one hand and the staff/employees through their legitimate representatives of recognized staff associations or Federations or Unions of Officers/staff on the other hand.

A harmonious relationship between the management and the employees is cultivated through a process of collective negotiation, which should ideally result in resolution of problems. Good industrial relations is an essential aspect for a motivated and productive workforce.

In order to provide state-of-the-art service to its subscribers while creating a conducive work environment for its employees, EPFO strives to have a harmonious equation with the legitimate representatives of employees. For a congenial environment that enhances employees' performance, proper channels of communication have always been kept open for assimilating the views of various recognized staff associations/Federations/Unions of Officers/staff in policy formulation and its implementation.

During 2021-22, meetings were conducted between EPFO authorities and the staff representatives (Federation/Sangh) at Head Office, EPFO, New Delhi to discuss various issues related to EPFO employees and their career progression in detail.

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

VIGILANCE

7.23 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 Director (Vigilance), located in Hyderabad, Mumbai, Kolkata and New Delhi.

The vigilance administration in EPFO has striven to strategise its approach in tune with changing organisational needs and challenges. It lays emphasis on preventive vigilance to curb and eradicate corrupt activities and to promote transparency and efficiency through continuous engagement with the core functional areas. It also assays the function of punitive vigilance which is essential in an organisation with constant citizen interface and handling public funds.

7.24 Preventive Vigilance

Preventive Vigilance inspections/surprise checks were conducted in 13 offices of EPFO during the period from 01.04.2021 to 31.03.2022. Suggestions for systemic improvements in the area of claim settlements, compliance and human resource management were issued to the functional divisions concerned.

7.25 Punitive Vigilance

- **Complaints:** 1206 new complaints were received from 01.04.2021 to 31.03.2022. 1205 complaints were disposed of till 31.03.2022.
- **CVC's 1st and 2nd stage advice:** During the year upto 31.03.2022 first stage advice of CVC was disposed of in 22 cases, out of which 20 were major penalty cases and 2 were minor penalty cases. CVC's second stage advice in 4 cases were disposed of, which were major penalty cases.
- **Disciplinary proceedings initiated:** 43 disciplinary proceedings were initiated during the year till 31.03.2022.
- **Disciplinary proceedings finalized:** A total of 23 Disciplinary proceedings were finalized during the year of which 21 were major penalty proceedings and 2 were for minor penalties.

- **Prosecution Sanctions & Approval granted under Section 17(A):** Prosecution Sanction was accorded in 22 cases during the year period 01/04/2021-31/03/2022.

Sanction for investigation under section 17A of Prevention of Corruption Act (as amended in 2018) was granted in 25 cases during the period 01/04/2021- 31/03/2022.

7.26 Surveillance & Detection

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

Vigilance Awareness Week (VAW) 2021

7.27 VAW 2021 was observed in EPFO from 26.10.2021 to 01.11.2021 with the theme "Independent India@75-Self – Reliance with Integrity". All activities related to VAW 2021 were undertaken observing the social distancing norms and safety protocols related to Covid-19 and adhering to the economic measures prescribed by the Govt. of India.

The following activities were undertaken during the VAW 2021 :

- **Integrity pledge:** VAW 2021 activities kicked off with the integrity pledge on 26.10.2021. The E – Pledge link was posted on the official website of EPFO and promoted through social media accounts for public awareness.
- **Signature campaign:** A signature campaign was organized at the Head Office to disseminate the spirit and message of the VAW.
- **Webinar cum training:** A webinar cum training on the topic Preventive Vigilance in IT environment conducted on 29.12.2021. The target group for the programme comprised officers-in-charge of Zonal and Regional office and focused on leveraging IT tools and IT enabled audit instruments to prevent frauds and to improve day to day monitoring.
- **PIDPI Booklet:** A booklet highlighting the provisions of PIDPI was launched by the Hon'ble Labour Secretary during the Vigilance Awareness Week on 28.10.2021.
- **Outreach Activities:** At the field office level, a variety of initiatives were undertaken which saw earnest participation of the stakeholders including seminars, workshops, panel discussions and grievance redressal camps both in online and offline mode. As part of public outreach, various activities and competitions were organized for school and college students and gram sabhas were conducted at various locations. Total number of 604 citizens participated in the gram sabhas and 1436 school and 210 college students participated in various activities and competitions.
- **Further to generate public awareness and lend visibility to the theme and spirit VAW in public spaces,** walkathons, marathons, march past, human chain were organized at Rohtak, Hyderabad and Bhopal to name a few. In keeping with the focus on PIDPI, efforts were made to spread awareness of the provisions among stakeholders and the public on whistleblower mechanisms. The posters provided by the Commission were displayed at the Head Office and by all the field Offices for dissemination of PIDPI provisions. It is also relevant to mention that social media platforms of EPFO were harnessed to a great extent to promote the theme and message of VAW 2021 and to publicize the various activities undertaken by EPFO during the week.
- **Concluding Ceremony:** The observance of VAW 2021 concluded with a closing ceremony presided over by the Central Provident Fund Commissioner on 01/11/2021, during which the winners of the various competitions held during the week were awarded prizes and were felicitated.

PHYSICAL INFRASTRUCTURE DIVISION

7.28 The Physical Infrastructure Division caters to the physical infrastructure related requirements of Head Office, field offices and staff quarters of EPFO. The Division is headed by a Chief Engineer, who is the technical advisor to CPFC in all matters relating to construction/ maintenance and hiring of buildings. His suggestion is also sought on purchasing land for construction of office buildings and staff quarters.

During the year 2021-22, ACC(HQ) while functioning as Chief Engineer was assisted by an ACC, one RPFC-I, one RPFC-II, three Junior Engineers, one section officer and two Assistant Section Officers in the Physical Infrastructure Division at Head Office.

As on 31.03.2022, the status of EPFO own /rented buildings is as under:

Type of Office	Total Offices	Own Office Buildings	Offices in rented premises	Land Purchase in process	Number of offices, where Land is yet to be identified	Under construction buildings
ZO	21	18	3	0	1	2
RO	138	94	44	14	22	8
PDNASS/ZTI	6	5	1	0	1	0
DO	117	0	117	0	0	0
HQ	1	1	0	0	0	1

The ambit of EPFO is rapidly spreading with wider coverage of establishments and subscribers every year. EPFO is upgrading its existing offices as well as constructing new buildings for its offices, which are presently functioning from rented premises. For construction related proposals, PID ensures that the latest physical facilities are included in the design of the building so as to make it a modern building which will help in smooth and effective functioning of these offices. Provisions such as easy accessibility to stakeholders, especially the old aged and differently abled persons (Divyang) is ensured in all new buildings and in old buildings, wherever such facilities are not provided.

In Financial Year 2021-22, the work of construction was started for Regional Office Buildings of Naroda and Vatwa in Gujarat.

Activities/Achievement:

During 230th meeting of the Central Board of Trustees (CBT) held on 11th & 12th March at Guwahati, Assam, the Hon'ble Chairman CBT did virtual inauguration of the newly constructed Office Buildings of Regional Office, Chikkamagaluru & Regional Office, Shivamogga and laid foundation stone for Regional Office, Naroda.

Other Major Initiative

Rooftop Solar Power: To promote renewable energy and meet 100 GigaWatt (GW) target by 2022, all the Department / Ministries were instructed to ensure installation of "Rooftop Solar Photovoltaic Panels". In this direction, an office memorandum dated 29th Sept. 2015 was issued by the Ministry of Labour and Employment, Govt. of India incorporating guidelines of the Ministry of New and Renewable Energy, Govt. of India. To comply with the issued guidelines, EPFO framed a road map and initiated the work of installing Solar PV panels in its offices under the Renewable Energy Service Company Model (RESCO) through Rajasthan Electronics & Instruments Ltd (REIL). Till 31st March 2022, M/s REIL has installed Solar Roof Top Panels in 08 offices at Goa, Kochi, Kozhikode, Agartala, Bhopal, Jabalpur, Dwarka and Dehradun with total capacity of 410.39 KWp. The work of installation of solar rooftop panels at other EPFO offices, where feasibility study has allowed such installation is under progress.



Vigilance Awareness Week

CHAPTER

8

Training & Research

8.1 BACKGROUND

In today's fast changing world, training has become extremely important for organisations in keeping pace with technological upgradation as well as in meeting rising expectations of its 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 Employees' Provident Fund Organisation (EPFO).

The year 2021-22 has also been a very challenging period due to Covid-19 Pandemic resulting in disruption of normal activities due to lock down.

Further, as per "National Training Policy" 2012, issued by the Govt. of India, all civil servants are to 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 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: -

- (i) Keeping up-to-date and enhancing professional knowledge, skills and attitude needed for better performance of individuals and organisations;
- (ii) Promoting better understanding of professional requirements as well as sensitization to professional, socio-economic and political environment in which work is done;
- (iii) Bringing about right attitudinal orientation.

8.3 FRAMEWORK FOR TRAINING

All categories of employees shall receive:

- (a) Induction training at time of entry into service;
- (b) In-service training at suitable intervals in their career; and
- (c) In-service training at the time of their promotion.

8.4 STRATEGY

Training for All: Training is imparted to all rungs of the organisation starting from the lowest and cutting-edge to the highest in policy making. For the purpose of appropriate training design, the organisational service is divided into the following two levels:

- I. Group 'A' level services comprising the administration/ management level from APFCs, RPFC-II, RPFC-I up to the Addl. CPFC cadre.
- II.
 - (i) The Group 'B' services that are supervisory to Group 'C' officials.
 - (ii) The lowest level functionaries, that is operative at the cutting edge, who are mostly members of the Group 'C' services including erstwhile Group 'D'.

Further, a number of other functional divisions of the organisation require training in the respective work areas. There is, as such, a need to formulate the training modules for divisions like Vigilance, Internal Audit, Physical Facilities Division, Information Services Division and Official Language (Rajbhasha). Attendance in training

programmes shall be prescribed as a mandatory exercise with possible linkages with career progression. In order to improve the effectiveness of personnel at different levels and different sectors, area specific short-term skill upgradation/ sensitization programmes shall invariably be formulated by the organisation specifically targeted to personnel holding specific jobs.

8.5 TRAINING PROGRAMMES

Keeping in view the different needs of different level of cadres and functional requirements, training programmes can be classified in the following categories:

- Induction Training/ Foundation Training Programme for new entrants
- Refresher Training Programme/ In-service Skill Development Training Programme
- Management Development Training Programme
- Technical Training Programme
- Special training programmes (Workshops/ Seminars) on specific issues
- Special training for specific category of officials
- Awareness programmes for Employers and Members

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, Janakpuri, New Delhi from December 1997. On 25th May, 2016, **NATRSS** was renamed as Pandit Deendayal Upadhyaya National Academy of Social Security (**PDNASS**). The time is ripe to embark on a modernization plan to effectively respond to the ever-increasing expectations of the personnel in EPFO who look up to the Academy for guidance and direction in respect of their training and research needs.

The Academy and its zonal constituents have been assigned the primary task of imparting training to approximately 18 thousand strong manpower of EPFO and conducting research in the field of social security. In its 32 years of existence, PDNASS has emerged as a premier institution involved in training, research and consultancy in the social security sector. The Academy not only provides training to the officers of EPFO, but also invites participants from other social security organisations in India and abroad. A pioneer in training in social security, PDNASS, is the only institution of its kind in the country and is a certified Central Training Institute by the Department of Personnel & Training, Govt. of India for Trainer Development Programmes. Other focus areas of the Academy include Policy Advocacy, Research and Capacity Building.

8.7 INFRASTRUCTURE AT PDNASS

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

Library: PDNASS has a Library with more than 10000 books in English and Hindi languages besides a few books in regional languages. Apart from books on social security, the collection pertains 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, Travelogue 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 single as well as double occupancy rooms equipped with Wi-Fi Internet facility. The Hostel also has a Gymnasium and a music room.

Sports Facilities: The Academy also has several sports facilities like Badminton, Table Tennis, Carrom, 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 Officials from the Central Government and State Governments for Trainer Development Programmes. Apart from this, Training Programmes on Social Security are also organized for EPF organisation of Nepal etc.

8.9 ADMINISTRATIVE STRUCTURE

At present, the Academy is headed by a Director, who is at the rank of Addl. CPFC (Hqrs.). The Central Provident Fund Commissioner is the Ex-Officio Dean of the Academy. The Director, PDNASS, and his/ her subordinate officers exercise the administrative and financial powers as per the 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 the EPFO Hqrs.

8.10 Highlights of Training activities during the year 2021-2022 at PDNASS:

During the year 2021-22, due to the pandemic, the Academy could organise a total of 07 webinars/ Training Programmes viz. 02 programmes for Employers of the Newly Registered Employers titled 'Onboarding to EPFO simplified', 01 webinar on 'Preventive Vigilance in IT Environment', 02 Online Capacity Building Programmes on 'Well Being' Art of Living, 01 Online programme on Social Security Code and 01 Online programme on Shram Suvidha portal & e-Shram in which a total of 1719 participants participated. The details of the programmes conducted by the PDNASS during 2021-22 are at **Appendix -8 (i)**.

- PDNASS had prepared the following two booklets which were released by the Chairman CBT, during the 229th CBT meeting held on 20.11.2021 at New Delhi.
 - » Response to Covid - 2.0
 - » Nirbadh: seamless service delivery
- PDNASS had prepared E-Compendium (compilation of all the circulars pertaining to all the divisions of EPFO) which was released by Chairman CBT in the 230th CBT at Guwahati.
- PDNASS has prepared a Booklet on compilation of the Success Stories from the field offices and the same was released by Chairman CBT in the 230th CBT at Guwahati.

8.11 ALL INDIA PRESENCE

The National Academy has an all-India presence through its following mentioned five Zonal/ Sub-Zonal Training Institutes. The Academy coordinates 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. It is intended

that all personnel, at appropriate points of time, should be given necessary training exposure through Induction Courses, In-service courses and specialized courses/ workshops, in order to upgrade their professional skills for discharging their functions in the field formations and at the Head Office.

- I. **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 Uttarakhand (for Group B and C officials).
- II. **Zonal Training Institute (South Zone) at Chennai (Tamil Nadu):** ZTI (SZ) covers the states of Andhra Pradesh, Karnataka, Kerala, Pondicherry, Tamil Nadu and Telangana (for Group B and C officials).
- III. **Zonal Training Institute (East Zone) at Kolkata (West Bengal):** ZTI (EZ) 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).
- IV. **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).
- V. **Sub-Zonal Training Institute at Shillong (Meghalaya):** Sub-ZTI covers the North-Eastern states of Assam i.e., Guwahati, Agartala, Tinsukia, Shillong (only for Group C officials).

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 into the following categories:

- 1) Induction course for newly appointed/promoted SSAs, SS and EOs/AOs.
- 2) Refresher courses for Group B and C officials in functional areas.
- 3) Specialized programmes on Customer Services, HRM, RTI & Women's empowerment.
- 4) Workshops for Employers/ Employees.

8.13 TARGET GROUP FOR ZTIs

The target group of ZTIs comprises all Group B Officers & Group C Staff members deployed in the field offices falling in their respective jurisdiction.

8.14 ADMINISTRATIVE STRUCTURE AT ZTIs

Consequent upon Cadre restructure in EPFO, now ZTIs are headed by an officer of the rank of Addl. CPFC, supported by a suitable number of RPFC-Is.

8.15 HIGHLIGHTS OF TRAINING ACTIVITIES AT ZTIs AND SUB-ZTI

During the year 2021-22 due to the pandemic, no programmes could be conducted by the ZTIs/Sub-ZTI.

8.16 OTHER ACTIVITIES

Other than training, the Academy has been assigned to conduct all probationary examinations for the cadres of Assistant PF Commissioners, Enforcement Officers/Accounts Officers, Assistant Section Officers and Social Security Assistants. Besides probationary examinations, the Academy also conducts Computer Skill Test for Social Security

Assistants (SSAs) and Data Entry Operators (DEOs) appointed on compassionate grounds. These examinations are conducted by PDNASS in association with Zonal Training Institutes.

8.17 PHYSICAL FACILITIES & INFRASTRUCTURE AT ZTIs

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

8.18 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. In the light of that, it is the systematic collection and assessment of information for deciding how best to utilize available training resources in order to achieve organisational goals. Evaluation can be done through the reactions of the trainees, the job behavioural level, the functioning level and the opinions of the trainees.

8.19 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 part of a research project sponsored by the Ministry of Labour & Employment, Government of India
- Research Project on Rickshaw Pullers of Delhi
- Social Security needs & coverability of Beedi Workers under EPF & MP Act, 1952
- Social Security Scheme for Construction Workers of SAARC countries – 2018-19.

CHAPTER 9

Information Technology Initiatives

EPFO, as a public service organisation, aspires to use information technology to meet stakeholders' expectations with ease and efficiency. On that front, the Information Services Division (IS) implemented the Government of India's e-governance initiatives especially during Covid times such as PMGKY or ABRY. It took special steps to introduce multi location claims for load balancing in response to staff presence restrictions.

9.1 The UAN and linking it with KYC transformed the way EPFO operated in the past. With the advent of online services, the initiative empowered common citizens by ushering in transparency to online services like Claim Receipt, Online Filing of Returns and Auto Transfer of accounts on change in employment among others. Further, these services extended on UMANG App for making it convenient for a PF member to access online services either through their desktops or mobile phones.

Major initiatives are as under:

1 - DSC/ ESign Authorization letter upload facility in Employer login

In an effort to make EPFO paperless, a facility has been made available in the Unified portal to upload the DSC/ E-sign authorization letter digitally. This will help the organisation in improving transparency and better monitoring of the DSC/ E-sign approval applications.

2 - Functionality for release of ROC-III in Application Software

Earlier, the pensioner had the option for commutation of pension in three modes as per Para 12 A of the Scheme. These options were available prior to 26th September 2008. A new functionality has been added in the Field office Application software to release benefits to the pensioners who had opted for ROC-III (One time Lump Sum) and are now eligible for the benefit.

3 - Facility for Employers to declare closure

Facility for non contributing Employers to declare closure through a portal helps in early settlement and necessary action that needs to be taken by the Field Office. It will also help in keeping employers' databases updated. Previously, employers had to proceed manually for declaring closure.

4 - Principal Employer And Contractor (Contractor Side Functionality)

A provision has been given at Employer Interface where contractors can declare their Principal Employers and also upload the month wise details of employees provided to the Principal Employers. In turn, Principal Employers can view the EPF Compliance status of contract employees through their login.

CHAPTER 10

Audit

AUDIT

10.1 Para 56 of the EPF Scheme 1952, Para 30 of the EPS 1995 and Para 20 of the EDLI Scheme 1976 provides for audit of the Accounts of the Funds, (including their Administration Accounts and the expenses incurred towards operating the aforesaid Schemes) in accordance with the instructions issued by the Central Government in consultation with the Comptroller and Auditor General of India.

10.2 The Internal Audit Division functions under the supervision and control of Additional Central Provident Fund Commissioner (HQ)(Audit) and is assisted by an Additional Central Provident Fund Commissioner (Audit).

The Internal Audit Division in Head Office monitors internal Audit of Regional Offices, PDNASS, Zonal Training Institutes, and Head Office and thus plays a vital role in ensuring the implementation of rules and regulations and in reduction of financial irregularities. It also scrutinizes the audit paras raised by Internal Audit Parties and accordingly offers suggestions for corrective measures and for systemic improvements in the functioning of various subject Divisions of EPFO.

10.3 In addition to the set up at the Head Office, there are 15 sanctioned Internal Audit Parties (IAPs) at the field level. Each IAP is headed by a Deputy Director (Audit), who is assisted by 2-3 Asstt. Director (Audit), 2 Asstt. Audit Officers and 2-4 Auditors. Strength of the IAPs as on 31-03-2022 was as under:-

SL. No.	POST	SANCTION	IN-POSITION	DEFICIT
1.	Deputy Director(Audit)	15	3	12
2.	Asstt. Director(Audit)	30	5	25
3.	Asstt. Audit Officer	36	6	30
4.	Auditor	60	17	43
	Total	141	31	110

10.4 During the year 2021-2022, due to acute shortage of manpower at all the levels in IAPs, some IAPs have been merged to meet the functional requirements and, following 10 IAPs were functional instead of 15 sanctioned IAPs as on 31.03.2022 :-

Chennai	Hyderabad	Kanpur
Mumbai	Thiruvananthapuram	Ahmedabad
Kolkata/Jalpaiguri	Ranchi	
Jaipur	Bengaluru	

Even out of the aforesaid 10 functional IAPs, some Deputy Director (Audit) and/or Asstt. Directors (Audit) have been assigned additional charge of other IAPs to meet the functional requirements.

CORE AREAS OF INTERNAL AUDIT

10.5 For the purpose of focused and effective internal audit of the various field offices certain Core Areas were identified on the basis of their importance, nature of work and functions. The following 41 core areas were identified for the audit during the year covering almost all the fields.

Sl. No.	Item of Core Areas for Field Offices
	Accounts:
1	100% verification of multiple payments in single bank account during the year
2	100% checking of amounts credited in Dummy Account during the year

Sl. No.	Item of Core Areas for Field Offices
3	Verification in respect of transfer out cases
4	Inoperative accounts of the office and the withdrawal thereof
5	100% verification of change through Appendix –E entries
6	Un-reconciled credits of subscribers due to non allotment of UAN/or any other reason /un-reconciled Challan
7	Adverse balances in accounts of the subscribers of EPFO
8	Unclaimed deposits/balances to be checked
9	Whether ECR is being submitted on time with complete details
10	COVID-19 advance scheme thereof Audit of the COVID-19 claims settlement and claims settled through auto mode
11	The audit of the average time taken for passing of various types of claims by each office and the percentage of rejected Claims. Reasons for rejection of claims and remedial action thereof and whether the claimant was advised correctly of the reason why his claim had been rejected.
12	Verification of Member Profile Correction in Name Father/Spouse/Gender
13	100% verification of Offline Claim & reasons thereof
14	Verification of transfer-in account not credited to member account
15	Verification of amount received back and not reauthorized to beneficiaries account.
16	Claims settled but delay in credit in Bank account. How many days delay & reason why
17	Amount of unclaimed balance if any and period for which not claimed
	Cash:
18	Collection of Interest on belated credit from SBI and payment of commission/service charges to the bank
19	100% verification of TDS deduction on PF claims and deposited with IT department
20	100% verification of remittances received by way of Demand Draft, whether it is properly accounted, without any delay
	Pension:
21	100% verification of special 10D & Special 10C cases
22	100% verification of higher pension case
23	100% verification of record relating to PPO wise pension reconciliation
24	Audit of Dual/Multiple Pension cases linked with same Aadhar.
25	Audit of child pension
	Compliance:
26	100% verification of coverage U/s 1(4) during the year
27	Short payment of administrative charges by employer during the year and inspection charges payable by Exempted Establishments.
28	Test check of coverage confirmation of OLRE coverage

Sl. No.	Item of Core Areas for Field Offices
29	Pendency of prosecution cases under Section 14 of the Act
30	Status of levy & collection of damages
	Exemption :
31	100% verification of EDLI exemption case
32	Status of the Compliance Audit of the Exempted Establishment and compliance thereof.
33	Delay in processing of cancellation & surrender of Exempted cases
	PMRPY/PMGKY/ABRY
34	Verification of expenditure/reimbursement to the employer under PMRPY Scheme up to 2019
35	The audit of the PMGKY scheme of the Government implemented in the Field Offices.
36	Verification of ABRY eligibility by establishments and employees.
	Administration :
37	Procurement and expenditure to be audited in the context of GFR provisions, Budget allocation and Schedule of Administrative & Financial powers.
38	Physical Cleanliness of the office in terms of directives given under the Swachh Bharat Abhiyan
39	Service matters of the officers/officials
40	The working of facilitation centres in ZO's and RO's.
41	The time taken for and quality of resolution of grievances lodged.

10.6 The status of progress achieved in internal audit of the offices by the Internal Audit Parties during the year is as under:

No. of Internal Audit Parties	No. of Auditee Offices	No. of offices Audited up to 31.03.2022
10 (Functional)	142	*94

*Following the outbreak of COVID-19 induced pandemic during the year leading to nationwide lockdown, restrictions imposed on movements and widespread disruption of activities on pan India scale, out of 142 offices, only 94 offices could be audited by the IAPs.

Status of internal Audit paras during the year is tabulated as under:-

Sl. No.	Zone	Outstanding Para as on 31.03.2021 (OB)	Paras added during the year	Para Dropped by Committee during the year	Outstanding paras(CB) as on 31.03.2022 (F=C+D-E)
(A)	(B)	(C)	(D)	(E)	F
1	Vijaywada(AP)	626	99	19	706
2	Hyderabad	915	151	0	1066
3	Bengaluru	1192	168	67	1293
4	Hubli (KN & Goa)	1285	90	49	1326

Sl. No.	Zone	Outstanding Para as on 31.03.2021 (OB)	Paras added during the year	Para Dropped by Committee during the year	Outstanding paras(CB) as on 31.03.2022 (F=C+D-E)
(A)	(B)	(C)	(D)	(E)	F
5	Patna (BH & Jh)	782	92	26	848
6	Chennai	1035	206	0	1241
7	Coimbatore	896	110	33	973
8	Delhi & Uttarakhand	747	0	171	576
9	Ahmedabad(GJ)	1236	192	106	1322
10	Faridabad(HR)	777	24	0	801
11	Thiruvananthapuram	955	162	72	1045
12	Bhopal	1193	148	58	1283
13	Mumbai-I(Bandra)	543	52	0	595
14	Mumbai-II(Thane)	778	122	0	900
15	Pune	1494	88	0	1582
16	Guwahati(NER)	826	77	45	858
17	Bhubaneswar	424	66	0	490
18	Chandigarh	460	18	0	478
19	Jaipur(RJ)	632	110	49	693
20	Kanpur(UP)	1050	218	57	1211
21	Kolkata	1765	164	50	1879
22	PDNASS/HO	252	23	0	275
	Total	19863	2380	802	21441

In a nutshell, 2380 internal audit paras were raised by the IAPs during the year. Further, 802 internal audit paras were dropped by the Committees in accordance with the guidelines set by the FIAC.

10.7 In order to streamline the process of dealing with internal Audit Paras - scrutiny and appropriate action there upon, a Committee system was set up with the approval of the Finance Investment & Audit Committee (FIAC). In accordance with the guidelines set by the FIAC a hierarchy of three Committees - Committee 'A', Committee 'B' and Committee 'C' was put in place. Composition of the same is as under:-

(a) Committee "A" is vested with the power to drop paras pertaining to "Systemic or policy issues and the paras related to procedural lapse which involves financial value of more than Rs. 1 Crore". The Committee consists of the following officers.

Committee "A"	CPFC, Chairman
	ACC(HQ)(Audit), Member
	FA & CAO or the ACC(HQ), Member

(b) Committee "B" is vested with the powers to drop those paras of "Procedural lapses which involves financial value of upto Rs. 1 Crore". Further all the paras in respect of Head Office and PDNASS, other than those pertaining to committee-A, will be dropped by Committee-B. The Committee consists of the following officers.

Committee "B"	ACC(HQ)(Audit), Chairman
	ACC(F&A), Member
	ACC(Legal)/RPFC(Legal), Member
	Deputy Director/Assistant Director (Jurisdictional IAP), Member

(c) Committee-C is vested with the powers to drop paras involving "procedural lapses without financial Value". The Committee consists of the following officers.

Committee "C"	ACC(HQ)/ACC, Chairman
	RPFC-I(senior-most posted at ZO), Member
	Deputy Director/Assistant Director (Jurisdictional IAP), Member

STATUTORY AUDIT

10.8 The Accounts and transactions of the Head Office of the organisation are regularly audited by the Director General of Audit, under the guidance of the CAG of India. Further, Internal Audit Wing in the Head Office monitors regular audits of each of the Regional Offices and other offices by the respective Accountant General of the States. Internal Audit also monitors the outstanding audit paras raised by the State AG in respect of different Regional Offices.

CONCURRENT AUDIT

10.9 Concurrent Audit in EPFO was set up on 29.08.2017. It was officially launched on 01.05.2018 by the Union Minister (Labour & Employment), Govt. of India. Consequent to gradual move towards a system-based environment (i.e. online claims settlement) resulting in availability of data at a centralised location and increasing irregular payments, EPFO, like other financial organisations, felt the need for concurrent audit in the Organisation. Hence, concurrent audit was introduced in EPFO.

Concurrent audit is a systematic and timely examination which is completed before occurrence of transactions on a regular basis to ensure accuracy, authenticity and compliance with procedures and guidelines. The emphasis is on substantial checking of transactions and finding the systemic gaps.

Concurrent Audit is headed by Additional Central Provident Fund Commissioner (Head Quarters) and is assisted by a team of officers/officials consisting of one Additional Central Provident Fund Commissioner, one Regional Provident Fund Commissioner-I, one Assistant Provident Fund Commissioner, one Assistant Director(Audit), Four Assistant Audit Officers, three Auditors and two ASOs.

The concurrent audit work related to settlements has been decentralized at the level of Zones for ensuring more effectiveness and completeness in contemporaneous audit of claims processed by respective Regional Offices with effect from 03.10.2019 after imparting necessary training to 21 Zonal Teams consisting of 2 Auditors (1 DPA & 1 SSA) for each zone, nominated by respective Zonal ACC. At present there are 42 Auditors posted at all zonal offices.

10.10 Objectives:

- Bringing to light any violation of procedure.
- Studying the key transactions involved in the field offices at the time of happening of the transactions (i.e. concurrently), on a daily basis.
- Ensuring timely detection and prevention of financial irregularities/anomalies/ potential wrong payments.

10.11 Significance:

- Shorten the interval between occurrence of a transaction and its examination.
- Examination by an independent person (presently from within EPFO).
- To see whether transactions or decisions are within the policy parameters laid down by EPFO.
- Transactions are done or decisions are taken by the delegated authority.

10.12 Functionalities (Filters) used by Concurrent Audit:

Concurrent Audit has developed 10 functionalities (filters), with help of IS division through which office-wise alerts on claims are downloaded and analyzed on a daily basis, as per following details:.

- Dob/Name Change
- Multiple Payments in same account
- Payments from Dormant Accounts
- High Value Claims(Top 50)
- Revision of PPO
- Payment of EDLI claims from Exempted establishments

During the SOM dated 26-7-2021, CPFC had directed Concurrent Audit to analyse the followings on regular basis :

- All physical claims being settled by ROs having value more than One Lakh.
- All adjustments in member balance as well as employer balance effected through Appendix E.
- All cases where new members have been created in closed establishments having Zero OB.
- All cases of settlement received from Non ECR/Closed Establishments.

Accordingly, following functionalities were developed and started work of CAC with effect from 09/2021:

- Claims With Appendix E
- Claims from closed Establishments
- Member Accounts opened with Zero OB
- Physical Claims

10.13 Additional Tasks to Concurrent Audit:

Apart from analysis of alerts generated through above 10 functionalities and review of the replies submitted by Regional Offices, The Additional tasks undertaken by Concurrent Audit during 2021-22 are:

- 1) In addition to the routine audit work, the CA HO team has reviewed those Alerts sent to the ROs against which replies have been received as "OK" or "No irregularity found" etc. and detected incorrect releases of PF dues.
- 2) Study of Auto settlement of claims. Reasons for low percentage of auto settlement of claims and submitted suggestions to increase the percentage of Auto Settlement of covid-19 and 68-J illness advance claims.
- 3) Audit of claims settled without Aadhaar and/or UAN from 23-09-2020 to 12-02-2021.
- 4) Submitted comments on Master Circular for Change of Name, Change of Date of Birth and Updation of KYC.
- 5) Study of Payment of EPF benefit to subscribers through wallet banking – 29432 claims.
- 6) Suggestions for use of Appendix E.
- 7) CAC Alerts of multiple payments in the same bank account led to detection of major pension fraud in Maharashtra State Co-operative Cotton Growing Marketing federation RO, Aurangabad. Total

contributions received as per 7PS in respect of 395 multiple payment claims was ₹ 2,80,839/- whereas total withdrawal benefits paid to such employees is ₹ 73,97,906/-.

- 8) While analyzing information in respect of one attempted fraud and cases of multiple payment, instances of modifications in KYC details by fictitious establishments on pan India scale were detected. 3925 claims put on hold during Nov 2021.
- 9) Further investigation in the above matter led to detection of fraudulent withdrawals by modification in KYCs in RO Chandigarh involving 38 claims amounting to ₹ 1.83 Crore.
- 10) Same data led to detection of multiple payments in the same bank account in respect of 1297 claims amounting to ₹ 1,57,48,964 .
- 11) Detected error in application software w.r.t RO, Aurangabad where it has been observed that advances taken by different EPF members have been debited from the ledger of a single member. This system error has been escalated to the IS division.
- 12) 418 establishments found taking ABRY benefit @ 24% despite their eligibility for 12%. Total amount involved is ₹ 60.21 Crore
- 13) Concurrent Audit detected 11 establishments , certified fictitious by Delhi North, Central and West taking fraudulent ABRY benefits pertaining to 992 UANs amounting to ₹ 1.17 Crore.

10.14 Total Alerts sent during the year 2021-22 are tabulated below (Monthwise):

Month	Total Alerts Sent	Amount Involved (In crores)
Apr-21	77624	2952.19
May-21	66647	2425.88
Jun-21	84500	3338.55
Jul-21	88824	3683.62
Aug-21	83830	2781.36
Sep-21	162368	4601.06
Oct-21	169036	3755.33
Nov-21	126244	3177.4
Dec-21	166524	4258.64
Jan-22	137741	3282.98
Feb-22	150218	3978.24
Mar-22	176486	3837.73
Total	1490042	42072.98

10.15 Achievements:

The achievements of Concurrent Audit Team, as a whole for the last three consecutive years are tabulated below:

Sr. No.	Area of Audit	2019-20		2020-21		2021-22	
		Number	Amt. (Rs)	Number	Amt. (Rs)	Number	Amt. (Rs)
1	Total Alerts generated during the year	461804	4027.36 Cr.	1001870	35621.08 Cr.	1490042	42072.98 Cr.
2	Irregular payment prevented by alerts.	601	5.00 Cr.	277	5.22Cr.	242	1.25Cr.

Sr. No.	Area of Audit	2019-20		2020-21		2021-22	
		Number	Amt. (Rs)	Number	Amt. (Rs)	Number	Amt. (Rs)
3	Amount recovered in response to alerts from Concurrent Audit.	45	34.17 Lakh	127	62 Lakh	63	1.26Cr.

10.16 Brief analysis- Examination of the above table reveals that there is an increasing trend in the number of alerts sent by Concurrent Audit. The impact of Concurrent Audit alerts is evident from the decreasing cases of irregular payment. Similarly the same trend may be witnessed in increasing recovery of amount due to CAC alerts. Also upon examination it is found that majority of irregularity consist of multiple payment in same bank account, which can be seen from the analysis given below-

Total Irregularity observed during 2021-22	Multiple Payment in same bank account	Other irregularity
242	201	41

10.17 Apart from above, Concurrent Audit has brought following irregularities to the notice of management during the year 2021-22.

Sr. No.	Particulars	Number	Amt. (Rs)
1	Fraudulent pension claims in Maharashtra State Co-op Cotton Federation, Aurangabad	395	73.97 Lakh
2	Fraudulent withdrawals by modification in KYCs in RO Chandigarh	38	1.83 Crore
3	Multiple payment in same bank account (Special audit in respect of establishments involved in KYC modifications)	1297	1.57 Cr
4	Audit of EPF payment through Wallet banking	29432	30.38 Cr
5	Establishment found taking ABRY benefit @ 24% despite their eligibility for 12%.	418	60.21 Cr
6	Fraudulent ABRY benefit taken by 11 fictitious establishments based in Pune and Delhi.	992 (UANs)	1.17 Cr

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 (Employees' Provident Funds Scheme, 1952, Employees' Deposit- Linked Insurance Scheme, 1976 & Employees' Pension Scheme, 1995) framed there under. A large number of Court Cases are generated in course of discharge of statutory duties by the organisation. Broadly, the 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 Act 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 in Consumer Courts against EPFO for any deficiency in the delivery of services provided to the subscribers under the three schemes.

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.

11.2 IMPORTANT CASES DURING THE YEAR

I. Pension Litigations in the Supreme Court:

1. Hon'ble Kerala High Court Judgement in P Sasikumar Vs Union of India (WP No. 13120 of 2015, decided on 12.10.2018), which struck down the 2014 amendments to the EPS 1995 has been challenged by Union of India in SLP(C) 16721- 16722/2019 and by EPFO in Review Petition no. 1430-1431/2019 in SLP(C) No. 8658-8659/2019. Having found merit in the submissions made before it, Hon'ble Supreme Court directed the SLP of Union of India to be listed along with the review petition of EPFO by its order dated 12.07.2019. Hon'ble Supreme Court vide Order dated 06.02.2020 has directed the matters to be placed before the three judges larger bench hearing the SLP and Review Petition.
2. Further, Hon'ble Kerala High Court taking note of submissions made by EPFO, observed that impugned judgment dated 12.10.2018 in P Sasikumar Vs Union of India suffers from incorrect application of legal principles and directed, vide its order dated 21.12.2020, to refer the matter to a full bench for reconsideration.
3. Vide order dated 21.01.2021 in SLP No 16721-16722 of 2019, Hon'ble Supreme Court allowed the Review Petition filed by EPFO and has also recalled its order dated 01.04.2019 vide which it has dismissed the SLP filed by EPFO challenging the order dated 12.10.2018 of Hon'ble High Court of Kerala.
4. Also, Hon'ble Supreme Court has issued notices in the following matters in which EPFO has challenged consequential orders of Hon'ble Delhi & Rajasthan High Court which were passed by placing reliance on impugned judgment dated 12.10.2018 of Hon'ble Kerala High Court:
 - a) SLP No. 1366 of 2021 CPFC Vs All India ONGC Ex-Employees Welfare Association,
 - b) Dy No 44650 of 2019 CPFC Vs Neeraj Bhargava,
 - c) Dy No 44506 of 2019 Chairman CBT EPFO Vs Vinod Kumar Sharma,
 - d) Dy No 26686 of 2020 Regional Provident Fund Commissioner (Pension) Vs RSMM Limited Employees Welfare Society,
 - e) SLP No 1701 of 2021 CPFC, EPFO Vs Amit Mukharjee,
 - f) SLP No 1738 of 2021 CPFC Vs Surinder Singh Gumar,
 - g) SLP No 2465 of 2021 Chairman CBT Vs HMT Ex-Employees Welfare Society

5. All the matters were listed on 25.02.2021, wherein Hon'ble Supreme Court passed order for day to day listing of the matters. Further the court also directed:
 - (i) SLP (C) No(s). 8658-8659/2019, 16721-16722/2019 [arising from the judgment dated 12.10.2018 passed by the High Court of Kerala];
 - (ii) SLP(C) Diary No(s). 46219/2019 [arising from the judgment dated 22.5.2019 passed by the High Court of Delhi] along with connected matter being SLP(C) No. 1366/2021 [arising from the judgment dated 16.12.2019 passed by the High Court of Delhi];
 - (iii) SLP(C) No. 2465/2021 [arising from judgment dated 28.08.2019 passed by the High Court of Rajasthan, Jaipur]; and
 - (iv) CONMT.PET.(C) No. 1917-1918/2018 in C.A. No. 10013- 10014/2016 [seeking implementation of the order dated 04.10.2016 passed by this Court in C.A.No.10013/201 :R.C. Gupta & Ors. Etc. etc. vs. Regional Provident Fund Commissioner Employees Provident Fund organisation & Ors. Etc.] shall be taken up as lead matters representing the respective categories of matters. Rest of the matters shall also be listed on the same day. Pending further consideration, no contempt application seeking implementation of any of the orders passed in the aforesaid four categories of matters, shall be taken up by any Court. In the contempt petition(s) pending in this Court, personal presence of the alleged contemnor stands dispensed with.
 - (v) Diary No(s). 22242/2019 A letter has been circulated seeking liberty to withdraw the contempt petition. Request is accepted. The contempt petition is closed.
6. Thereafter vide order dated 24.08.2021 the Hon'ble Court directed as under:
 - (i). These, and the other submissions touching upon the applicability of the principle laid down in the decision in R.C. Gupta go to the very root of the matter. Sitting in a Bench of two Judges it would not be appropriate for us to deal with said submissions. The logical course would be to refer all these matters to a Bench of at least three Judges so that an appropriate decision can be arrived at.
 - (ii). The principal questions that arise for consideration are whether there would be a cut-off date under paragraph 11(3) of the Employees' Pension Scheme and whether the decision in R.C. Gupta would be the governing principle on the basis of which all these matters must be disposed of.
7. Thus the matter is referred to a larger bench.

Performance in Supreme Court:

The cases in Supreme Court are conducted directly by the Legal Division at Headquarters. During the year, the performance of EPFO in Supreme Court was as under:

Year 2021	Total No. of cases Decided	Decided Favorably	Decided Against	Remanded Back
01.04.2021 to 31.03.2022	26	23	2	1

II. Cases in High Courts: During this period, a total no. of 1496 cases were decided in various High Courts.

III. Central Government Industrial Tribunal-cum-Labour Courts

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 7 A 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." 26thMay, 2017 was decided as the date on which the provisions of the Part XIV of Chapter VI of Finance Act, 2017 have come into force.

After the merger, Cases of appeals U/S 7I of the Act are now being heard by the jurisdictional benches of CGITs.

IV. Legal Information Management & Briefing System

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

11.3 Status of cases before various Judicial Forums is as under:

Sl. No.	Category	Total Workload (as on 01.04.2021)	Total cases added during the year	Decided during the year			Total cases decided during the year	C.B as on (31.03.2022)
				Against	In favour	Remand back		
1	Status of Supreme Court cases	157	15	2	23	1	26	146
2	Status of High Court cases	11930	1869	126	1305	62	1496	12303
3	Status of District Court cases	5598	719	53	786	1	842	5475
4	Status of CAT cases	313	85	16	61	3	80	318
5	Status of CGIT cases	7342	1015	149	681	91	918	7439
6	Status of National Consumer Commission cases	90	16	2	1	0	3	103
7	Status of State Consumer Commission cases	1793	614	53	54	0	107	2300
8	Status of District Consumer Forum cases	3952	557	468	313	0	780	3729
	TOTAL	31175	4890	869	3224	158	4252	31813

11.4 Zone-wise status of cases under various courts:

Sl. No.	Office	Total Workload (as on 01.04.2021)	Total cases added during the year	Decided during the year			Total cases decided during the year	C.B as on (31.03.2022)
				Against	In favour	Remand back		
1	Coimbatore	2315	368	49	276	12	337	2346
2	Hubli	2951	893	334	354	5	693	3151
3	Bengaluru	1191	174	25	193	4	222	1143
4	Rajasthan	1218	160	25	78	0	103	1275
5	Vijayawada	725	54	1	57	1	59	720
6	Pune	2613	289	11	131	13	155	2747
7	Kerala	3448	519	75	818	54	947	3020
8	Haryana	643	116	5	36	2	44	715
9	PB & HP	1275	222	5	96	6	107	1390
10	Bhopal	2036	432	16	268	6	290	2178
11	Bandra	1104	97	3	19	1	23	1178
12	Kolkata	2177	125	14	62	1	77	2225
13	Telangana	1088	181	0	100	2	102	1167
14	Odisha	930	127	4	28	0	32	1025
15	Thane	839	90	13	19	13	45	884
16	Chennai & Puducherry	1459	318	187	121	3	311	1466
17	NER	99	8	0	4	0	4	103
18	Gujarat	1127	108	34	102	0	136	1099
19	Delhi	1555	214	20	181	13	214	1555
20	UP	1676	218	5	187	11	203	1691
21	Bihar	706	177	43	94	11	148	735
	TOTAL	31175	4890	869	3224	158	4252	31813

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.

There has been an increase in mobility of specialized workforce from other countries to India for employment in various sectors as well with the advent of technology and in response to the efforts made by the Government of India to encourage FDI in multifarious activities that cut across manufacturing, agro based Industries and booming service sector industries in India, amongst others.

12.2 Indian professionals working in various countries are required to make the mandatory social security contributions in the countries of their posting. However, such migrant Indian expatriates are often deprived of social security benefits in the host country despite making monetary contributions because of special social security rules in force, stipulating minimum eligibility period. The contributions made by such migrant professionals during their stay in the host country are forfeited if they leave that country before expiry of a minimum qualifying period. Additionally, there is no provision for counting of service for a short span of contributory period in the host country for availing social security benefits in the country of origin.

12.3 To protect the rights of migrant workers, Government of India entered into bilateral Social Security Agreements (SSAs). An SSA coordinates the social security schemes of two contracting states to overcome the barriers and facilitate extension of benefits to beneficiaries. By virtue of an SSA, Indian workers are exempted from mandatory social security contributions in the country of their posting and the double taxation scenario is avoided. Further, the benefits of service rendered abroad are received by way of 'totalisation' and the payment is received in India.

12.4 To implement the provisions of bilateral SSAs, enabling provisions for International Workers (IWs) were introduced with effect from 1st October, 2008 by inserting Para 83 in Employees' Provident Funds Scheme 1952 and Para 43-A in Employees' Pension Scheme 1995. 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 the bilateral Social Security negotiations. EPFO supports the negotiation process, and the Ministry of Labour and Employments is the guiding body.

EPFO is the designated Competent Institution to operate the provisions of the SSAs. This includes issuing Certificates of Coverage (COC) for all Indian establishments (Private and Public Sector) apart from the employees of establishments covered under the EPF & MP Act 1952 when they are posted/ deputed abroad in a country having SSA with India.

SPECIAL PROVISIONS IN RESPECT OF INTERNATIONAL WORKERS

12.6 The special provisions enshrined in Para 83 of Employees' Provident Funds Scheme 1952 and Para 43-A of Employees' Pension Scheme 1995, provide for identification, exclusion, membership and benefits in respect of an International Worker (IW).

12.7 An IW may be an Indian worker or a foreign national as defined under substituted sub para 2(ja) under para 83 of the EPF Scheme 1952.

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.

12.8 SOCIAL SECURITY AGREEMENT(SSA)

A Social Security Agreement (SSA) is a bilateral instrument to protect the interests of workers. A SSA generally covers four important provisions namely, 'equality' 'detachment', 'totalisation' and 'portability'. However, SSA with some countries does not provide for totalisation.

- i. **Equality of treatment-** SSA ensures that Indian workers to whom it applies have the same rights and obligations under the social security legislation of the foreign country as its own nationals.
- ii. **Detachment** - Indian employees, working in countries with which India has SSA, 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.
- iii. **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 a pro-rata basis.
- iv. **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.

12.9 India has signed 20 SSAs of which the latest one is yet to be implemented.

Types of benefits available to IWs of various countries are detailed as below:

Sr. 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	x	√
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	8 years	√	√
8	Netherlands	01-12-2011	5 years	x	√
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	√	√
20	Brazil	Yet to enter into force	5 Years	√	√

As of now, bilateral negotiations for SSAs are ongoing with 17 foreign countries which are USA, UK, Philippines, Spain, Poland, Russia, Thailand, Chile, Argentina, Uruguay, Peru, Lithuania, Indonesia, Cyprus, Sri Lanka, Italy, and China.

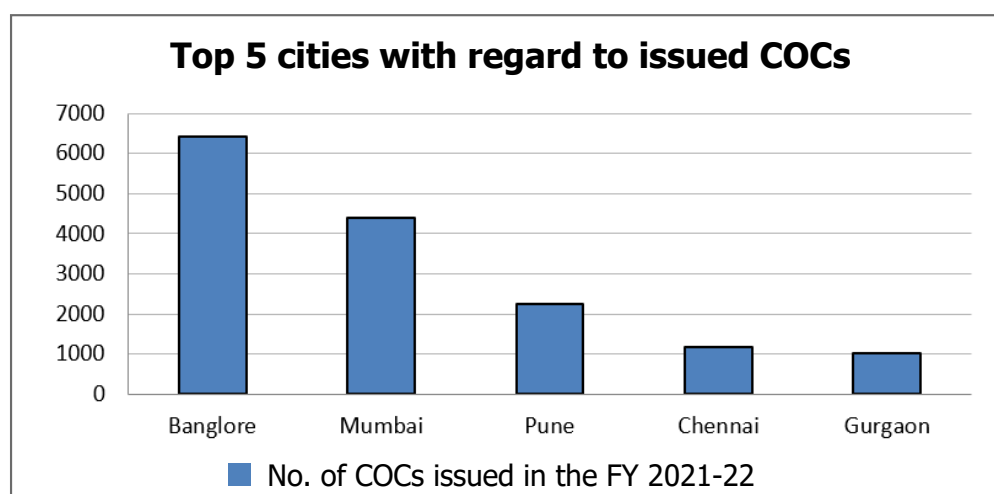
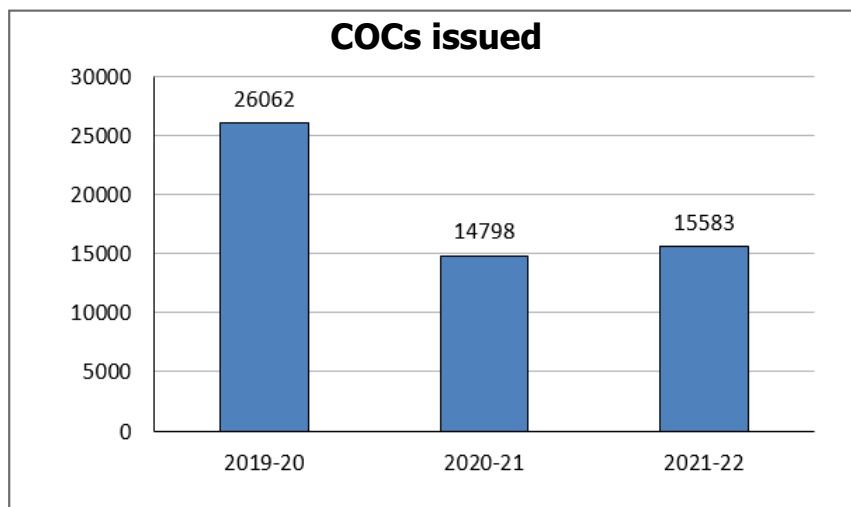
12.10 CERTIFICATE OF COVERAGE (COC)

Certificate of Coverage (COC): This is also called detachment certificate/ certificate of applicable legislation. A COC is issued to Indian employees posted to a country having SSA with India. Indian workers who are issued COC by EPFO are exempted from making Social Security contributions in the country of their posting in terms of detachment provisions of the SSA.

The facility to apply for COC has been made available online. The employee or the employer can apply for COC in the International Workers Portal, the link of which is available on the EPFO website. The application is directed electronically to the concerned Regional Office of EPFO where the application is processed.

COCs have been issued to Indian employees posted in the countries covered under SSA, i.e. Belgium, Germany, Switzerland, Denmark, Luxembourg, France, South Korea, Netherlands, Hungary, Finland, Czech Republic, Sweden, Norway, Austria, Canada, Australia, Japan and Portugal.

The global health pandemic restricted cross border movement of people in the year 2020-2021. Impact of the global health pandemic was noticeable on the migration of IWs from India. In the financial year 2020-21, the number of COCs issued by EPFO had seen a downward trend as only 14798 COCs were issued as against 26062 in the financial year 2019-20. However, an upward trend is observed in 2021-2022, with the number of COCs increasing to 15583, which indicates that the cross-border movement of IWs is gradually recovering from effects of the COVID-19 pandemic.



CHAPTER 13

Azadi Ka Amrit Mahotsav

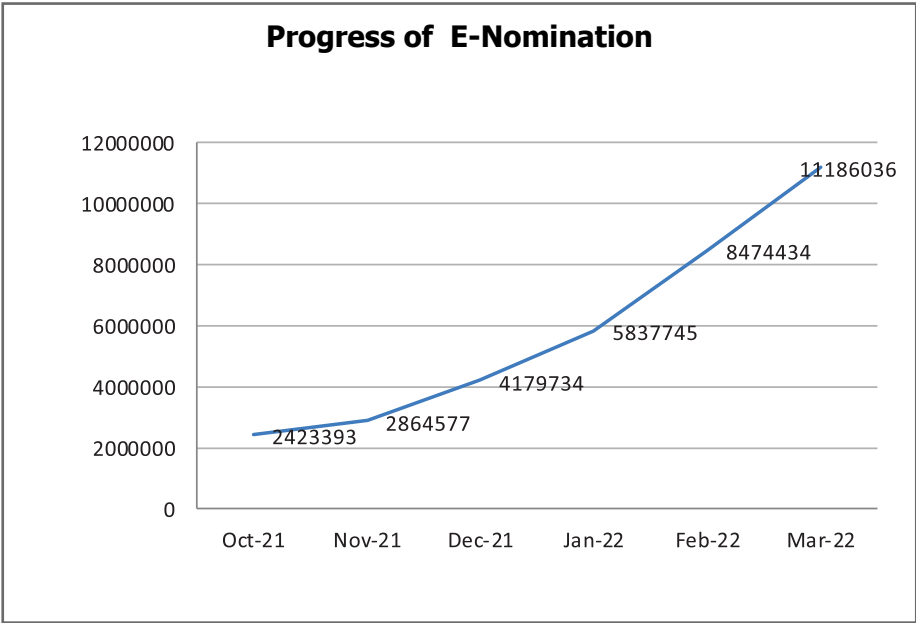
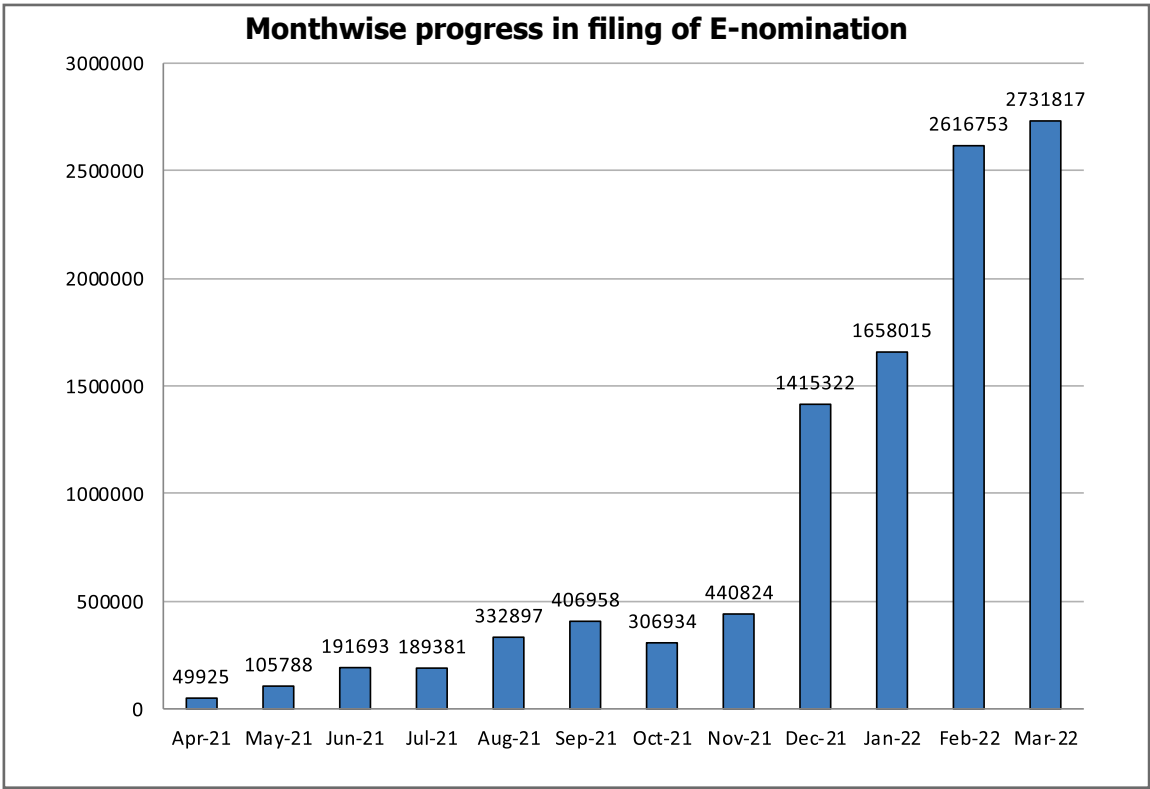
13.1 E-NOMINATIONS UNDER AKAM (PENSION DIVISION) :-

As a part of celebration of Azadi Ka Amrit Mahotsav, EPFO started a drive to increase filing of e-nominations to give members and their family members, a new level of Independence while availing EPFO services. The target for the same during AKAM was fixed at 75 Lakhs till celebration of Iconic Week.

In order to achieve 75 Lakh e-nominations during AKAM, Zone-wise minimum daily targets were fixed and were monitored by the Pension Division on a regular basis. Camps were organized at various places that included special camps for plantation, jute and beedi workers.

As a result of efforts made by EPFO, it achieved the target of 75 lakh e-nominations during AKAM on 26.02.2022 much before the deadline of Iconic Week.

Total e-nominations filed during FY 2021-2022 - 1,04,46,297



Important milestones in the journey of filing of e-nomination are as below :-

Date on which EPFO completed 25 lakh nominations - 11.12.2021

Date on which EPFO completed 50 lakh nominations - 29.01.2022

Date on which EPFO completed 75 lakh nominations - 26.02.2022

Date on which EPFO completed 01 crore nominations - 15.03.2022

13.2 ACTIVITIES DONE BY EXEMPTION DIVISION:-

Under AKAM , E-nomination award was given to exempted establishment under following three categories during the 230th CBT held in Guwahati on 11.03.2022 :

S.No.	Category	Exempted Establishment Name
1	Big Establishment (>5000)	MSEB, Mumbai – MHBAN0001251
2	Medium Establishment (1000-5000)	KSRTC, Mangalore Division – KNMLR0000989
3	Small Establishment (<1000)	Manipal Institute of technology – KNUDP0008208

13.3 ACTIVITIES DONE BY C&PR DIVISION :-

As a part of celebration of Azadi ka Amrit Mahotsav to commemorate the 75 years of India's Independence, EPFO has started a drive to encourage members to file e-nomination. It will give EPFO's members a new level of independence for availing EPFO services. To spread awareness among the stakeholders, creatives, youtube videos and GIFs are being regularly posted on social media by the Communication & Public Relations (C&PR) Division of Head Office. To lead the cause, EPFO ensured e-nomination of nearly all contractual staff working in its premises.

C&PR during the month of March 2022 successfully led celebrations of ICONIC Week with 2 star events at New Delhi and Guwahati. At New Delhi in a special programme, it celebrated Women's day on 8th March 2022. The function was jointly organised by EPFO, ESIC & DGMS on the theme "value and empower the women workforce" graced by Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment & Chairman, CBT (EPF) in the presence of Shri Rameswar Teli, Hon'ble Minister of State for Labour & Employment & Vice Chairman, CBT (EPF), Shri Sunil Barthwal, Secretary (Labour & Employment) & Co-Vice Chairman, CBT (EPF), Shri M.S. Bhatia, DG ESIC and other dignitaries.

The special week-long drive was also attempted, accelerating the e-nominations of women members joining hands with the establishments and proactively reaching out to them through special camps by the field offices of EPFO. In coordination with the Pension Division, C&PR Division nudged more than 10,000 establishments in the country who reported filing of 100% e-nomination of their women employees. In yet another campaign, EPFO targeted processing of all women claims as on 5th March 2022. This initiative ending March settled 144069 women claims for a total amount of about Rs.638 crores in a week-long exercise.

The Hon'ble Union Minister for Labour & Employment had virtually launched a "Women's Empowerment Desks" in major field offices to cater specifically to all women stakeholders interactions with EPFO. The Hon'ble Union Minister also distributed recognition awards to 03 Women Corona Warriors from ESIC namely Dr. Jayashree Shiv Kumar Bhale (Andhra Pradesh), Mrs Uma Gopinath (Medical Officer KK Nagar) and Mrs Meenakshi (Paramedical Staff), all of ESIC hospitals. He also felicitated 04 first time employed women mine-workers in India namely Ms. Aruna Narayan Sankatala and Ms. Bipasha Biswas of Open cast mines and Ms. Sandhya Rasakatla along with Ms. Yogeshwari Rane from underground mines.

The video film on celebrating Women's Day on 8th March 2022 and film on launch of Women's Empowerment Desks had been prepared and posted on the YouTube channel of EPFO.

At a public function in Guwahati on 12th March, Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment & Chairman, CBT (EPF) in the presence of Shri Himanta Biswa Sarma, Hon'ble Chief Minister of

Assam, Shri Rameswar Teli, Hon'ble Minister of State for Labour & Employment & Vice Chairman, CBT (EPF), Shri Sunil Barthwal, Secretary (Labour & Employment) & Co-Vice Chairman, CBT (EPF), Shri Sanjay Kishan and Shri Ashok Singhal Hon'ble Ministers with Govt of Assam had launched/inaugurated the following:-

- (i) PE Portal 2.0: Through this upgraded portal, the Contractors can now declare their Principal Employers (PEs) and particulars like contract tenure, contract/work order and UANs of the employees deployed. It is a step towards ease of compliance for PEs and the Contractors.
 - (ii) Virtually launched e-Office at Regional office Guwahati. This facility is a step towards e-governance enhancing the productivity of offices while maintaining transparency in functioning. An additional benefit of this step is accrual of carbon credit to EPFO contributing to the mission of environmental protection.
 - (iii) Inaugurated the 8th Zonal Call Centre at Zonal Office Guwahati: With this launch, EPFO call centre attends calls in Seven (7) local vernacular languages viz Bengali, Marathi, Gujarati, Tamil, Telugu, Kannada and Assamese in addition to Hindi and English.
 - (iv) Released a compilation of 75 success stories of the functioning of field offices of EPFO
 - (v) Released a digital version of the compilation of relevant circulars of EPFO in the form of an e-Compendium of circulars for easy search and access of relevant circulars by all.
 - (vi) The Chairman, CBT gave away awards to the best performing offices in e-nomination, Swachhta and ISO certification.
 - (vii) Virtually inaugurated office building of Chikmagalur & Shimoga Regional Offices
 - (viii) Virtually laid foundation stone for the construction of an office building in Naroda (Ahmedabad)
- The following Video/documentary films were also displayed during the public function at Guwahati on 12th March 2022:-
- (i) Principal Employer Portal 2.0
 - (ii) Launch of e-office at Regional Office Guwahati
 - (iii) Inauguration of 8th Zonal Call Centre at Zonal Office Guwahati
 - (iv) E-nomination

In addition to the above 2 star events, following events were also carried out:-

- On 07th March 2022, Camp for e-nomination was held at West Bengal Champdani Hoogly for Angus Jute Workers. The Chief Guest of the event was Shri Dilip Bhattacharyya (Member CBT). Nearly 250 members attended the camp.
- On 10th March 2022, EPFO e-nomination Camp for Beedi workers was held at Nizamabad, Telangana. The event was organised by EPFO Regional Office Nizamabad in the premises of M/s. Desai Brothers Ltd., Mallaram, Nizamabad, a beedi establishment. The e-Nomination Camp was attended by various dignitaries which include Sri C Narayana Reddy, Collector & District Magistrate, Nizamabad District. Nearly 150 members attended the camp.
- On 12th March 2022, EPFO e-nomination Camp at tea plantation in Alipurduar, West Bengal with special emphasis on women workers was held at Birpara Tea Garden, Birpara in Alipurduar. Sri John Barla, Hon'ble Minister of State (Minority Affairs), Govt. of India was the Chief Guest. Nearly 60 members attended the camp.

EPFO continues to celebrate Azadi ka Amrit Mahostav by conducting various weekly events which are centric to the Stakeholders/ Employers, Employees etc. During the week, 21-26 March 2022, a thorough and fruitful discussion was held through Video Conferencing by RO Noida with Regional offices of Delhi (North) and Howrah about PE portal and the registration of Contractors by the Principal employers. The offices have taken various initiatives to encourage the Principal Employers to declare their contractors on the said Portal. The office held regular webinars/seminars/meetings with the Principal Employers (PE) so as to nudge them regularly.

13.4 ACTIVITIES DONE BY PDNASS DIVISION :-

- E-Compendium (compilation of all the circulars pertaining to all the divisions of EPFO)
- Booklet on compilation of the Success Stories from the field offices.



Azadi Ka Amrit Mahotsav

APPENDICES

Appendix-1(i)

MEMBERS OF CENTRAL BOARD OF TRUSTEES, EPF AS ON 31.03.2022	
Chairman	
1.	Minister for Labour and Employment, Government of India, New Delhi.
Vice Chairman	
2.	Minister of State for Labour and Employment, Government of India, New Delhi.
Co-Vice Chairman	
3.	Secretary, Ministry of Labour and Employment, Government of India, New Delhi.
Central Government Representatives - 5	
4.	Additional Secretary, Ministry of Labour and Employment, Government of India, New Delhi
5.	Additional Secretary & Financial Adviser or Joint Secretary & Financial Adviser, Ministry of Labour and Employment, Government of India, New Delhi.
6.	Joint Secretary (In-charge of Employees' Provident Fund Organisation), Ministry of Labour and Employment, Government of India, New Delhi.
7.	Joint Secretary and Director General Labour Welfare, Ministry of Labour and Employment, Government of India, New Delhi
8.	Joint Secretary (Pension Reforms), Department of Financial Services, Ministry of Finance, Government of India, New Delhi.
State Government Representatives - 15	
9.	Secretary to the Government of Andhra Pradesh, Labour Department, Hyderabad.
10.	Secretary to the Government of Chandigarh Administration, Labour Department, Chandigarh.
11.	Secretary to the Government of National Capital Territory of Delhi, Labour Department, Delhi.
12.	Secretary to the Government of Gujarat, Labour & Employment Department, Gandhinagar.
13.	Secretary to the Government of Haryana, Labour Department, Chandigarh.
14.	Secretary to the Government of Karnataka, Department of Labour, Bangalore.
15.	Secretary to the Government of Kerala, Labour Department, Thiruvananthapuram.
16.	Secretary to the Government of Madhya Pradesh, Department of Labour, Bhopal.
17.	Secretary to the Government of Maharashtra, Department of Labour, Mumbai.
18.	Secretary to the Government of Punjab, Department of Labour, Chandigarh.
19.	Secretary to the Government of Rajasthan, Department of Labour, Jaipur.
20.	Secretary to the Government of Tamil Nadu, Labour Department, Chennai.
21.	Secretary to the Government of Telangana, Department of Labour, Hyderabad.
22.	Secretary to the Government of Uttar Pradesh, Labour Department, Lucknow.
23.	Secretary to the Government of West Bengal, Department of Labour, Kolkata.
Employers' Representatives - 10	
24.	Shri Arun Chawla, All India Organisation of Employers (Council of Indian Employers).
25.	Shri Michael Dias, Employers' Federation of India (Council of Indian Employers).

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

Appendix-1(ii)

MEMBERS OF EXECUTIVE COMMITTEE, CBT, EPF AS ON 31.03.2022	
Chairman	
1.	Secretary to the Government of India, Ministry of Labour and Employment, New Delhi.
Central Government's Representatives - 2	
2.	Additional Secretary or Joint Secretary (Social Security), Ministry of Labour and Employment, Government of India, New Delhi.
3.	Additional Secretary or Joint Secretary and Financial Advisor, Ministry of Labour and Employment, Government of India, New Delhi.
State Governments' Representatives- 3	
4.	Secretary to the Government of Uttar Pradesh, Labour Department, Lucknow.
5.	Secretary to the Government of Maharashtra, Industry, Labour and Energy Department, Mantralaya, Mumbai.
6.	Secretary to the Government of Haryana, Labour and Employment Department, Chandigarh.
Employers' Representatives – 3	
7.	Shri Arun Chawla
8.	Shri Sougata Roy Choudhury
9.	Shri Govind Lele
Employees' Representatives – 3	
10.	Shri Harbhajan Singh Sidhu
11.	Shri Sunkari Malleshram
12.	Shri Dilip Bhattacharya
Ex-Officio Member Secretary	
13.	Central Provident Fund Commissioner, Employees' Provident Fund Organisation.

Appendix-2(i)

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
1	AERATED WATER	1	1335	1336	5	157848	157853
2	AGARBATTI	0	773	773	0	68871	68871
3	AGRICULTURE FARMS	6	17578	17584	15017	277013	292030
4	APARTITE MINES	0	28	28	0	1392	1392
5	ARCHITECTS	1	2118	2119	180	94017	94197
6	ASBESTOS	2	150	152	2886	18997	21883
7	ASBESTOS CEMENT SHEETS	1	200	201	260	48794	49054
8	ASBESTOS MINES	0	56	56	0	5706	5706
9	ATTORNEYS	2	140	142	93	6892	6985
10	AUTOMOBILE SERVICING	27	10839	10866	232268	1422984	1655252
11	BALL CLAY MINES	0	88	88	0	9020	9020
12	BANKS OTHER THAN NATIONALISED BANKS.	69	4697	4766	879007	942025	1821032
13	BARYTES / DOLOMITE/ FIRECLAY ETC. MINES	1	69	70	0	5317	5317
14	BARYTES MINES	0	23	23	0	1447	1447
15	BAUXITE MINES	7	125	132	20970	6230	27200
16	BEEDI MAKING	0	8348	8348	0	4005191	4005191
17	BEER MFG.	3	411	414	9080	87106	96186
18	BISCUIT MAKING	3	1884	1887	5444	375586	381030
19	BONE CRUSHING	0	188	188	0	8639	8639
20	BOTANICAL GARDENS	0	351	351	0	37843	37843
21	BREAD	6	1020	1026	366	114539	114905
22	BRICKS	1	19469	19470	0	398144	398144
23	BRUSHES	0	171	171	0	11123	11123
24	BUILDING AND CONSTRUCTION INDUSTRY	31	151280	151311	99948	17254110	17354058
25	BUTTONS	0	181	181	0	17457	17457
26	CALCITE MINES	0	69	69	0	11372	11372
27	CANE FARMS	4	208	212	766	12730	13496
28	CANTEENS	1	6196	6197	876	511581	512457
29	CARDAMOM PLANTATIONS	0	432	432	0	10863	10863
30	CASHEW NUTS	0	3152	3152	0	536793	536793
31	CATTLE FEED INDUSTRY	1	830	831	395	117687	118082
32	CEMENT	48	3012	3060	168597	618841	787438
33	CHARTERED OR REGD. ACCOUNTANTS	1	1310	1311	15162	111770	126932

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
34	CHINA CLAY MINES	0	152	152	0	12631	12631
35	CHROMITE MINES	1	89	90	818	65550	66368
36	CIGARETTES	4	131	135	25889	25671	51560
37	CINCHONA PLANTATIONS	0	24	24	0	13351	13351
38	CINEMA THEATRES EMPLOYING 5 OR MORE WORKERS	0	2394	2394	0	58784	58784
39	CINEMAS INCLUDING PREVIEW THEATRES	4	7749	7753	49	113387	113436
40	COFFEE CURING	2	213	215	388	27133	27521
41	COFFEE PLANTATIONS	3	2947	2950	2028	123365	125393
42	COIR	1	857	858	0	65871	65871
43	COLLEGE	6	10534	10540	1205	642880	644085
44	COMPANIES OFFERING LIFE INSURANCE , ANNUITIES ETC.	2	574	576	125409	348615	474024
45	COMPANIES/SOCIETIES/ ASSC/CLUBS/TROUPES FOR PERFORMANCES	17	5415	5432	4954	531398	536352
46	CONFECTIONERY	4	2753	2757	834	345829	346663
47	CORUNDUM MINES	0	50	50	0	7373	7373
48	COST - WORKS ACCOUNTANTS	0	365	365	0	17886	17886
49	COTTON GINNING - PRESSING	21	7470	7491	28130	575000	603130
50	CROCKERY	1	718	719	0	73965	73965
51	DAL MILLING	0	1199	1199	0	44668	44668
52	DIAMOND CUTTING	1	3567	3568	0	325216	325216
53	DIAMOND MINES	1	65	66	189	3373	3562
54	DIAMOND SAW MILLS	1	53	54	0	5236	5236
55	DISTILLING - RECTIFYING OF SPRITS	6	975	981	3981	170341	174322
56	DISTRIBUTION-FILM	1	209	210	1	8644	8645
57	DOLOMITE MINES	0	81	81	0	13700	13700
58	EDIBLE OIL - FAT	21	4764	4785	20832	344073	364905
59	ELEC, MECH OR GEN ENGG PRODUCTS	308	106784	107092	1736347	21279092	23015439
60	ELECT. PORCELAIN INSULATOR	4	3105	3109	759	117004	117763
61	ELECTRICITY (G,T,D)	215	11160	11375	462868	862863	1325731

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
62	ELECTRONIC MEDIA COMPANIES IN PRIVATE SECTOR	6	2275	2281	448476	538162	986638
63	EMERALD MINES	0	47	47	0	7400	7400
64	ENGINEERS - ENGG. CONTRACTORS	56	173023	173079	848479	13252869	14101348
65	ESTABLISHMENT ENGAGED IN MANUFACTURE, MARKETING SERVICING, USAGE OF COMPUTERS	32	23130	23162	1691781	6305430	7997211
66	ESTABLISHMENT ENGAGED IN RAILWAYS FOR CONSTRUCTION, MAINTENANCE, OPERATION	0	4027	4027	0	96436	96436
67	ESTABLISHMENTS ENGAGED IN CLEANING,SWEEPING SERVICES	0	22568	22568	0	3167558	3167558
68	ESTABLISHMENTS ENGAGED IN RENDERING COURIER SERVICES	1	1241	1242	31341	278747	310088
69	ESTABLISHMENTS OF AIRCRAFT OR AIRLINES	3	344	347	21206	60686	81892
70	EXPERT SERVICES	198	353850	354048	2293481	96579730	98873211
71	EXPLOSIVES	4	527	531	2207	49837	52044
72	FELDSPAR MINES	1	63	64	4030	6777	10807
73	FERRO CHROME	1	262	263	426	99881	100307
74	FERRO MANGANESE	2	204	206	447	35093	35540
75	FILM PROCESS-LABORATORIES	0	464	464	0	35825	35825
76	FILM PRODUCTION CONCERN	0	1942	1942	0	65368	65368
77	FILM STUDIOS	0	649	649	0	39826	39826
78	FINANCING ESTABLISHMENT	54	12306	12360	69952	3117812	3187764
79	FIRE WORKS	1	1609	1610	1250	285653	286903
80	FIRECLAY MINES	0	33	33	0	3133	3133
81	FISH PROCESSING AND NON-VEG FOOD PRESERVATION	1	1708	1709	22	229296	229318
82	FLAVOURITE MINES	0	31	31	0	2959	2959
83	FLOUR MILLING	4	2339	2343	631	174273	174904
84	FORWARDING AGENCY	2	4641	4643	59630	725473	785103

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
85	FRUIT ORCHARDS	1	272	273	2314	18138	20452
86	FRUITS - VEG. PRESERVATION	2	3278	3280	150	294957	295107
87	GARMENTS MAKING	5	20334	20339	1280	11687498	11688778
88	GUAR GUM FACTORIES	0	108	108	0	7491	7491
89	GENERAL INSURANCE	1	363	364	0	793210	793210
90	GLASS	12	1992	2004	38838	391147	429985
91	GLU AND GELATINE FACTORIES	0	71	71	0	5822	5822
92	GOLD MINES	3	142	145	6480	7056	13536
93	GRAPHITE MINES	0	110	110	0	5656	5656
94	GYPSUM MINES	0	42	42	0	859	859
95	HEAVY - FINE CHEMICALS	178	17661	17839	392438	4690532	5082970
96	HOSPITALS	36	23692	23728	85122	3179922	3265044
97	HOTEL	21	25216	25237	29478	2635138	2664616
98	ICE OR ICE CREAM	1	794	795	6075	90303	96378
99	INDIGO	0	106	106	0	35359	35359
100	INDL. - POWER ALCOHOL	1	142	143	22	18010	18032
101	INDOLEUM	62	2152	2214	22070	206704	228774
102	INLAND WATER TRANSPORT	5	566	571	6599	37979	44578
103	IRON AND STEEL	63	16622	16685	327723	2274784	2602507
104	IRON ORE MINES	21	688	709	21694	103984	125678
105	IRON ORE PELLETS	2	426	428	1621	70275	71896
106	JUTE	76	318	394	291092	126249	417341
107	JUTE BAILING OR PRESSING	0	100	100	0	4037	4037
108	KATTHA MAKING	2	163	165	1473	16729	18202
109	KNOWLEDGE OR TRAINING INSTITUTION	4	7840	7844	417	509448	509865
110	KYANITE MINES	0	26	26	0	913	913
111	LAC / SHELLAC	1	102	103	2977	4692	7669
112	LAUNDRY - LAUNDRY SERVICES	0	798	798	0	51299	51299
113	LEATHER PRODUCTS	11	7535	7546	16948	1305837	1322785
114	LIGNITE MINES	2	83	85	23017	24543	47560
115	LIMESTONE MINES	3	794	797	1002	83829	84831

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
116	LINOLEUM	1	18	19	0	2241	2241
117	LODGING HOUSES, SERVICE APARTMENT, CONDOMINIUMS	0	1409	1409	0	103878	103878
118	MAGNESITE MINES	2	111	113	1172	41971	43143
119	MANGANESE MINES	16	329	345	7474	54901	62375
120	MARBLE MINES	0	527	527	0	17598	17598
121	MATCHES	2	1803	1805	1217	267754	268971
122	MEDICAL PRACTITIONERS	5	4040	4045	1574	618682	620256
123	MESSES	0	583	583	0	70359	70359
124	MICA MINES	2	292	294	4712	13339	18051
125	MICA MINES - MICA INDUSTRY	2	482	484	730	32030	32760
126	MILK PRODUCTS	31	4329	4360	39530	489588	529118
127	MINERAL OIL REFINING	3	411	414	3942	69604	73546
128	MIXED PLANTATIONS	0	447	447	0	14896	14896
129	MUNICIPAL COUNCILS/ CORPORATIONS	0	2953	2953	0	347510	347510
130	MYROBALAN - VEG. TANNING	0	53	53	0	2940	2940
131	NEWSPAPER ESTABLISHMENTS	16	1757	1773	26667	186877	213544
132	NON EDIBLE OIL / FAT	0	707	707	0	52572	52572
133	NONFERROUS METAL AND ALLOYS	9	2107	2116	31357	258465	289822
134	OCHRE MINES	0	168	168	0	17238	17238
135	OTHERS	134	280597	280731	219332	5293323	5512655
136	PAINTS - VARNISH	19	2527	2546	35439	283590	319029
137	PAPER	18	2930	2948	42373	286251	328624
138	PAPER PRODUCTS	15	6175	6190	30898	570668	601566
139	PEPPER PLANTATIONS	1	70	71	73	4964	5037
140	PETROLEUM / NAT.GAS PRODUCTION	36	2425	2461	95345	124854	220199
141	PETROLEUM NAT.GAS REFINING	19	1832	1851	51416	199482	250898
142	PICKERS	0	210	210	0	30403	30403
143	PLASTICS PRODUCTS	9	15644	15653	6774	1953085	1959859
144	PLYWOOD	1	3480	3481	6	298249	298255
145	POULTRY FARMING	0	1584	1584	0	241528	241528
146	PRINTING	22	9235	9257	3622	606290	609912

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
147	PRIVATE AIRPORTS AND JOINT VENTURE AIRPORTS	0	74	74	0	8897	8897
148	PROCESSING AND TREATMENT OF WOOD	1	793	794	113	61090	61203
149	QUARTXITE MINES	0	53	53	0	3667	3667
150	QUARTZ MINES	0	175	175	0	167514	167514
151	RAILWAY BOOKING AGENCIES	0	75	75	0	4239	4239
152	REFRATORIES	9	1030	1039	127606	149249	276855
153	RESEARCH INSTITUTE	5	1801	1806	6446	113621	120067
154	RESTAURANT	1	16609	16610	43	1527124	1527167
155	RICE MILLING	2	15831	15833	6402	434014	440416
156	ROAD MOTOR TRANSPORT	159	14370	14529	755242	1569755	2324997
157	RUBBER PLANTATIONS	1	923	924	0	64388	64388
158	RUBBER PRODUCTS	19	5410	5429	18664	1453947	1472611
159	SALT	3	694	697	353	73138	73491
160	SANITARY WARE	1	1241	1242	3595	123698	127293
161	SAW MILLS	1	1280	1281	27	45878	45905
162	SCHOOL	250	47330	47580	47254	2661651	2708905
163	SCIENTIFIC INSTITUTES	3	572	575	589	75839	76428
164	SILICA(SAND) MINES	2	313	315	1536	22579	24115
165	SILLIMANITE MINES	1	24	25	789	678	1467
166	SOAPSTONE MINES	1	488	489	1621	72690	74311
167	SOCIETIES / CLUBS / ASSOCIATIONS	6	4485	4491	2631	337641	340272
168	SOCIETIES CLUBS OR ASSOCIATIONS	14	10354	10368	1650	711611	713261
169	SORTING / CLEANING / TEASING OF COTTON WASTE	0	444	444	0	74272	74272
170	STARCH	3	237	240	1689	31276	32965
171	STATIONERY PRODUCTS	1	1450	1451	236	150627	150863
172	STEATITE MINES	0	144	144	0	7600	7600
173	STEMMING OR REDRYING OF TOBACCO LEAF	0	83	83	0	6554	6554
174	STEVEDORING, LOADING-UNLOADING SHIPS	2	785	787	12305	102218	114523
175	STONE QUARRIES FOR CHIPS BUILDERS ETC.	0	1375	1375	0	53720	53720

Establishments and Members – Industry/Class Wise (31.03.2022)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
176	STONE QUARRIES FOR ROOF-FLOOR SLABS ETC.	2	2170	2172	21447	113684	135131
177	STONEWARE JARS	0	91	91	0	8645	8645
178	STONEWARE PIPES	1	571	572	72	43178	43250
179	STORAGE, TRANSPORT OR DISTT OF PETROL/ NATURAL GAS	5	4534	4539	8299	190683	198982
180	SUGAR	46	3513	3559	58067	670227	728294
181	TEA	28	1771	1799	15466	682720	698186
182	TEA PLANTATION	6	1139	1145	1666	391574	393240
183	TENT MAKING	1	266	267	2	11258	11260
184	TEXTILES	93	41829	41922	165807	9069463	9235270
185	THEATERS HOLDING DRAMATIC PERFORMANCES	1	1459	1460	0	37839	37839
186	TILES	2	3822	3824	2588	253506	256094
187	TOBACCO INDUSTRY	1	1999	2000	0	222636	222636
188	TRADING - COMMERCIAL ESTABLISHMENTS	191	117763	117954	893451	17639826	18533277
189	TRAVEL AGENCIES	20	10761	10781	33623	652276	685899
190	UNIVERSITY	126	1345	1471	6663	150696	157359
191	UNIVERSITY, COLLEGE, SCHOOL. ETC.	357	35876	36233	72485	3068605	3141090
192	WINDING THREAD YARN REELING	2	561	563	7977	137293	145270
193	WOOD PRESERVATION PLANTS	1	389	390	3741	219906	223647
194	WOOD SEASONING KILNS	0	147	147	0	10651	10651
195	WOOD WORKSHOP	0	3528	3528	0	245054	245054
196	ZOOLOGICAL GARDENS	2	180	182	0	13721	13721
	Total	3452	1862339	1865791	13501988	263869197	277371185

Appendix-2(ii)

Establishments and Members - Zone & Office Wise (31.03.2022)								
Zone	Establishments				Members			
	Exem- pted	Un- Exem- pted	Total	% of All India Total	Exem- pted	Un-Exem- pted	Total	% of All India Total
ANDHRA PRADESH (VIJAYWADA)	47	57799	57846	3	84374	5550048	5634422	2
BENGALURU (BENGALURU)	106	81877	81983	4	2524232	25159620	27683852	10
BIHAR & JHARKHAND (PATNA)	251	79021	79272	4	304496	4907103	5211599	2
CHENNAI & PUDUCHERRY (CHENNAI)	121	80397	80518	4	648736	18521574	19170310	7
DELHI & UTTARAKHAND	236	133920	134156	7	1040836	24201671	25242507	9
GUJARAT (AHMEDABAD)	163	137729	137892	7	412744	21258518	21671262	8
HARYANA	143	87369	87512	5	668305	19839617	20507922	7
JAMMU KASHMIR AND LADAKH (DL & UK)	0	20808	20808	1	0	520590	520590	0
KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	89	63131	63220	3	240464	6526077	6766541	2
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	55	46148	46203	2	46212	3886113	3932325	1
MADHYA PRADESH & CHATTISGARH (BHOPAL)	177	98236	98413	5	178485	8489499	8667984	3
MAHARASHTRA (EXCLUDING MUMBAI)(PUNE)	162	161505	161667	9	652756	20447220	21099976	8
MUMBAI-1 (BANDRA)	290	37506	37796	2	2873834	13905944	16779778	6
MUMBAI-2 (THANE)	114	98757	98871	5	758779	17597165	18355944	7
NORTH-EASTERN REGION (GUWAHATI)	25	42161	42186	2	32062	1452161	1484223	1
ORISSA (BHUBANESWAR)	108	46656	46764	3	106480	3861809	3968289	1
PUNJAB & HIMACHAL PRADESH	188	90991	91179	5	220367	9657703	9878070	4
RAJASTHAN	250	75964	76214	4	248728	7178254	7426982	3
TAMIL NADU (EXCLUDING CHENNAI)	67	87081	87148	5	246498	13191186	13437684	5
TELANGANA (HYDERABAD)	79	87572	87651	5	839577	14394225	15233802	5
UTTAR PRADESH	205	147884	148089	8	355272	12704316	13059588	5
WB, A&N ISLANDS & SIKKIM (KOLKATA)	576	99827	100403	5	1018751	10618784	11637535	4
All India	3452	1862339	1865791	100	13501988	263869197	277371185	100

Appendix-2(iii)

Establishments and Members – State Wise (31.03.2022)								
State-wise	Establishments				Members			
	EX	Un-Ex	Total	% of All India Total	Ex	Un-Ex	Total	% of All India Total
ANDAMAN AND NICOBAR ISLANDS	2	1329	1331	0	232	56169	56401	0
ANDHRA PRADESH	47	57799	57846	3	84374	5550048	5634422	2
ARUNACHAL PRADESH	4	2894	2898	0	0	39973	39973	0
ASSAM	16	31286	31302	2	14924	1100833	1115757	0
BIHAR	105	46660	46765	3	28782	2363458	2392240	1
CHANDIGARH	40	17712	17752	1	19875	3024735	3044610	1
CHATTISGARH	116	26685	26801	1	75718	2328480	2404198	1
DELHI	195	114148	114343	6	936462	20197730	21134192	8
GOA	9	7031	7040	0	13367	1703908	1717275	1
GUJARAT	163	137729	137892	7	412744	21258518	21671262	8
HARYANA	143	87369	87512	5	668305	19839617	20507922	7
HIMACHAL PRADESH	78	27889	27967	2	44442	1986994	2031436	1
JAMMU AND KASHMIR	0	20354	20354	1	0	516648	516648	0
JHARKHAND	146	32361	32507	2	275714	2543645	2819359	1
KARNATAKA	186	137977	138163	7	2751329	29981789	32733118	12
KERALA	55	46148	46203	2	46212	3886113	3932325	1
LADAKH	0	454	454	0	0	3942	3942	0
MADHYA PRADESH	61	71551	71612	4	102767	6161019	6263786	2
MAHARASHTRA	566	297768	298334	16	4285369	51950329	56235698	20
MANIPUR	3	1556	1559	0	117	41747	41864	0
MEGHALAYA	2	3239	3241	0	17021	115624	132645	0
MIZORAM	0	359	359	0	0	10253	10253	0
NAGALAND	0	824	824	0	0	22626	22626	0
ORISSA	108	46656	46764	3	106480	3861809	3968289	1
PUNJAB	70	45390	45460	2	156050	4645974	4802024	2
RAJASTHAN	250	75964	76214	4	248728	7178254	7426982	3
SIKKIM	4	903	907	0	57	107103	107160	0
TAMIL NADU	188	167478	167666	9	895234	31712760	32607994	12
TELANGANA	79	87572	87651	5	839577	14394225	15233802	5
TRIPURA	0	2002	2002	0	0	116556	116556	0
UTTAR PRADESH	205	147884	148089	8	355272	12704316	13059588	5
UTTARAKHAND	41	19772	19813	1	104374	4003941	4108315	1
WEST BENGAL	570	97596	98166	5	1018462	10460061	11478523	4
All India	3452	1862339	1865791	100	13501988	263869197	277371185	100

Appendix-2(iv)

Establishments and Members - Top 25 Industry/Class Wise (31.03.2022)				
Industry Type	Establishments		Members	
	No.	%	No.	%
EXPERT SERVICES	354048	19	98873211	36
ELEC, MECH OR GEN ENGG PRODUCTS	107092	6	23015439	8
TRADING - COMMERCIAL ESTABLISHMENTS	117954	6	18533277	7
BUILDING AND CONSTRUCTION INDUSTRY	151311	8	17354058	6
ENGINEERS - ENGG. CONTRACTORS	173079	9	14101348	5
GARMENTS MAKING	20339	1	11688778	4
TEXTILES	41922	2	9235270	3
ESTABLISHMENT ENGAGED IN MANUFACTURE, MARKETING SERVICING, USAGE OF COMPUTERS	23162	1	7997211	3
OTHERS	280731	15	5512655	2
HEAVY - FINE CHEMICALS	17839	1	5082970	2
BEEDI MAKING	8348	0	4005191	1
HOSPITALS	23728	1	3265044	1
FINANCING ESTABLISHMENT	12360	1	3187764	1
ESTABLISHMENTS ENGAGED IN CLEANING,SWEEPING SERVICES	22568	1	3167558	1
UNIVERSITY, COLLEGE, SCHOOL. ETC.	36233	2	3141090	1
SCHOOL	47580	3	2708905	1
HOTEL	25237	1	2664616	1
IRON AND STEEL	16685	1	2602507	1
ROAD MOTOR TRANSPORT	14529	1	2324997	1
PLASTICS PRODUCTS	15653	1	1959859	1
BANKS OTHER THAN NATIONALISED BANKS.	4766	0	1821032	1
AUTOMOBILE SERVICING	10866	1	1655252	1
RESTAURANT	16610	1	1527167	1
RUBBER PRODUCTS	5429	0	1472611	1
ELECTRICITY (G,T,D)	11375	1	1325731	0
Top 25 Industries	1559444	84	248223541	89
Rest of Industries	306347	16	29147644	11
Grand Total	1865791	100	277371185	100

Appendix-2(v)

Classification of Pensioners as on 31.03.2022

Regional Office	Members of Pension Fund			Member Pensioners				Spouse Pensioners						Children Pension				Others Pensioners				Grand Total Col. No. 7,12,15, & 19)	ROC Pensioners	Final Total (20 + 21)	
	Ex	Un- ex	3	4	5	6	7	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	95											8				9
1	2	3																					20	21	22
	2308	1542304		17906	25040	22	42968	2371	11868	2822	10584	27645	7	8886	8893	110	998	223	1331	80837	113	80950			
GUNTUR	892	1518759		14641	23420	23	38084	1747	10111	2915	9149	23922	2	7434	7436	212	789	271	1272	70714	86	70800			
VISHAKAPATNAM	47417	1962402		14039	35822	28	49889	2537	13315	3783	13161	32796	5	9305	9310	233	701	205	1139	93134	94	93228			
RAJAMUNDRY	25086	666158		10838	20465	17	31320	1626	7453	2054	8800	19933	2	5196	5198	124	525	166	815	57266	80	57346			
BENGALURU (CENTRAL)	147057	3766471		13311	18056	16	31383	3365	5959	1219	6318	16861	5	2623	2628	132	579	69	780	51652	20	51672			
PEENYA	25320	3871299		9788	15171	6	24965	14	3662	1088	3015	7779	0	3674	3674	54	622	109	785	37203	32	37235			
BENGALURU (ELECTRONIC CITY)	751063	2802939		2200	3198	3	5401	3	1313	334	418	2068	0	1469	1469	31	206	27	264	9202	1	9203			
K R PURAM (WHITEFIELD)	64924	4350922		12814	18987	12	31813	20	3584	1114	4602	9320	0	3475	3475	24	597	55	676	45284	10	45294			
RAJARAJESHWARI NAGAR	11955	1438660		3337	7501	4	10842	1	1664	424	828	2917	0	1882	1882	17	323	47	387	16028	0	16028			
BENGALURU (MALLESWARAM)	100014	3876765		8628	15335	6	23969	403	4167	693	4374	9637	0	1722	1722	64	216	37	317	35645	29	35674			
BENGALURU (KORAMANGALA)	886193	3940941		436	1225	0	1661	0	322	87	136	545	0	326	326	8	70	8	86	2618	0	2618			
TUMKUR	68	234193		2899	2230	0	5129	2	514	201	661	1378	0	474	474	7	51	11	69	7050	2	7052			
YELAHANKA	27356	1351925		2558	2995	0	5553	65	820	232	778	1895	0	595	595	22	103	8	133	8176	5	8181			
PATNA	9446	1732589		11707	26394	34	38135	1189	6773	1510	6573	16045	1	6585	6586	85	354	117	556	61322	29	61351			
BHAGALPUR	2022	285787		2987	9426	8	12421	297	2744	476	2072	5589	0	2147	2147	12	256	39	307	20464	4	20468			
MUZAFFARPUR	10466	449229		21948	60314	33	82295	2706	12444	2674	17394	35218	4	11490	11494	34	594	169	797	129804	71	129875			
RANCHI	166242	1097815		13428	51684	22	65134	1994	8217	2640	11542	24393	1	6839	6840	39	348	159	546	96913	366	97279			
JAMSHEDPUR	78996	1462514		17865	24899	10	42774	932	4949	3721	6392	15994	1	3826	3827	84	206	109	399	62994	15	63009			
CHENNAI (NORTH)	276036	4881988		19783	35910	19	55712	2065	6176	1554	8004	17799	0	3916	3916	97	752	107	956	78383	100	78483			
VELLORE	13119	885183		25518	18592	20	44130	1975	9148	2734	9435	23292	4	7855	7859	133	1222	225	1580	76861	81	76942			
AMBATTUR	192556	3645820		14173	17011	18	31202	981	4475	1251	4756	11463	0	3800	3800	75	717	111	903	47368	35	47403			
TAMBARAM	31696	3837561		13126	17731	8	30865	896	4101	1105	4700	10802	4	3534	3538	73	727	124	924	46129	31	46160			
PONDICHERRY	1747	833689		4068	8047	5	12120	460	1770	482	2342	5054	5	1468	1473	28	168	43	239	18886	13	18899			
CHENNAI (SOUTH)	21527	4786461		3593	7240	3	10836	147	1510	361	1308	3326	0	1013	1013	30	196	33	259	15434	11	15445			
DELHI (NORTH)	66574	4290489		14259	32517	14	46790	2398	7862	1643	6178	18081	31	6457	6488	130	507	203	840	72199	60	72259			
DELHI (EAST)	139535	4785082		4620	11182	12	15814	86	2993	646	1799	5524	1	2721	2722	45	251	77	373	24433	10	24443			
DELHI SOUTH	425867	3709164		2111	7600	3	9714	10	1918	401	1058	3387	0	1630	1630	23	166	43	232	14963	21	14984			
DEHRADUN	50032	2598946		4621	19332	12	23965	882	5097	958	4504	11441	2	5204	5206	63	422	173	658	41270	14	41284			

Classification of Pensioners as on 31.03.2022																									
Regional Office	Members of Pension Fund			Member Pensioners				Spouse Pensioners					Children Pension				Others Pensioners				Grand Total Col. No. 7,12,15, & 19)	ROC Pensioners	Final Total (20 + 21)		
				Early Pension (50-57 years)	Superannuation Pension (58 years)	Disability pension (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																							
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22				

Classification of Pensioners as on 31.03.2022

Classification of Pensioners as on 31.03.2022																						
Regional Office	Members of Pension Fund			Member Pensioners				Spouse Pensioners				Children Pension			Others Pensioners				Grand Total Col. No. 7,12,15, & 19)	ROC Pensioners	Final Total (20 + 21)	
				Early Pension (50-57 years)	Superannuation Pension (58 years)	Disability 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	FPS' 71					EPS' 95	8													
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
KOZHIKODE (CALICUT)	7126	546087	23644	28740	98	52482	1128	3738	726	9139	14731	4	2262	2266	143	332	106	581	70060	57	70117	
KANNUR	0	167578	41185	15709	141	57035	906	2058	605	7012	10581	4	1288	1292	165	202	79	446	69354	23	69377	
KOCHI (COCHIN)	29100	1972181	31045	56656	110	87811	1603	6142	1179	12046	20970	17	3671	3688	211	586	175	972	113441	97	113538	
KOTTAYAM	0	274682	17256	20848	36	38140	629	2782	733	4396	8540	6	1488	1494	62	209	75	346	48520	79	48599	
KOLLAM	2694	234015	21400	57139	248	78787	834	3671	611	8575	13691	26	1372	1398	55	176	102	333	94209	205	94414	
RAIPUR (CHATTISGARH)	45718	2427214	15733	47740	42	63515	1582	11420	2943	12242	28187	1	9428	9429	50	624	205	879	102010	176	102186	
INDORE	49710	2704716	25152	18304	20	43476	1306	5965	1743	7913	16927	4	5350	5354	60	394	155	609	66366	56	66422	
BHOPAL	9015	1572095	6400	17016	10	23426	605	4022	776	4162	9565	0	3644	3644	76	287	123	486	37121	23	37144	
JABALPUR	20957	787266	12665	23109	25	35799	1086	7979	1743	6810	17618	1	7191	7192	105	582	197	884	61493	5	61498	
UJJAIN	10	341476	10773	6457	10	17240	676	2076	821	4424	7997	0	1811	1811	32	140	68	240	27288	21	27309	
GWALIOR	134	646312	11286	7076	11	18373	799	2144	960	3288	7191	5	2220	2225	38	186	79	303	28092	9	28101	
SAGAR	112	215165	3990	4543	2	8535	272	2792	711	1673	5448	0	2295	2295	25	145	51	221	16499	0	16499	
AURANGABAD	18684	2449846	18231	27426	53	45710	1094	7617	1575	8579	18865	1	5507	5508	81	266	108	455	70538	105	70643	
KOLHAPUR	58917	1092253	41917	62291	125	104333	3648	15491	4095	22686	45920	14	12771	12785	128	1077	471	1676	164714	126	164840	
NAGPUR	59472	1920310	38637	43642	58	82337	2625	13255	3039	18038	36957	8	10225	10233	109	850	317	1276	130803	45	130848	
NASIK	71460	2357185	39531	69797	68	109396	2761	15237	3196	18047	39241	5	10632	10637	89	722	283	1094	160368	93	160461	
PUNE (PUNE CANTT)	61618	6641552	18192	41178	25	59395	1498	9824	2052	9277	22651	3	7774	7777	42	753	234	1029	90852	92	90944	
SOLHAPUR	15730	442871	29411	23566	23	53000	809	6339	1930	7725	16803	0	5485	5485	31	451	307	789	76077	76	76153	
AKOLA	14358	324999	13898	24472	11	38381	994	4740	1071	7212	14017	0	2862	2862	22	297	77	396	55656	53	55709	
PUNE (AKURDI)	229509	5466451	15183	17850	7	33040	551	3884	1027	4991	10453	1	3266	3267	19	230	90	339	47099	33	47132	
MUMBAI (BANDRA)	418775	4646718	9319	15864	7	25190	3827	4704	901	4561	13993	10	1835	1845	66	362	69	497	41525	27	41552	
MUMBAI (DADAR)	225646	3018225	11921	7833	4	19758	1084	1999	875	4169	8127	2	942	944	40	120	47	207	29036	42	29078	
MUMBAI (NARIMAN POINT)	1142032	2982671	8806	17865	12	26683	1579	3893	809	4525	10806	1	1501	1502	66	183	76	325	39316	27	39343	
MUMBAI (POWAI)	557874	3177218	962	1716	2	2680	186	463	102	393	1144	0	259	259	11	55	11	77	4160	3	4163	
KANDIVALI (WEST)	127871	3773106	22213	38168	16	60397	35	5788	1851	7071	14745	1	4497	4498	62	626	114	802	80442	87	80529	
THANE (NORTH)	44286	2368304	31647	47748	47	79442	35	8424	2857	11294	22610	1	6917	6918	73	745	215	1033	110003	92	110095	
VASHI	49002	4369882	16669	33714	20	50403	32	6049	1869	6322	14272	1	5144	5145	75	453	142	670	70490	56	70546	
KANDIVALI (EAST)	56865	4002306	6570	7756	2	14328	2	1228	446	1776	3452	0	1063	1063	19	157	35	211	19054	26	19080	
THANE (SOUTH)	336930	3067505	8290	11303	8	19601	4	1532	669	2946	5151	0	1154	1154	18	160	35	213	26119	15	26134	
GUWAHATI	7037	1071673	7377	17506	12	24895	665	5401	1132	3189	10387	14	4611	4625	104	432	95	631	40538	14	40552	
AGARTALA	0	117280	791	5087	4	5882	153	1453	218	980	2804	1	700	701	20	39	19	78	9465	1	9466	

Classification of Pensioners as on 31.03.2022																								
Regional Office	Members of Pension Fund			Member Pensioners				Spouse Pensioners					Children Pension				Others Pensioners				Grand Total Col. No. 7,12,15, & 19)	ROC Pensioners	Final Total (20 + 21)	
	Ex	Un- ex		Early Pension (50-57 years)	Superannuation Pension (58 years)	Disability 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															
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22			
SHILLONG	15095	135950	636	1737	1	2374	100	1054	112	431	1697	1	890	891	14	71	43	128	5090	1	5091			
TINSUKIA	1973	173926	2553	8696	2	11251	369	2422	365	1895	5051	0	1418	1418	42	66	24	132	17852	2	17854			
BHUBANESWAR	20354	2279066	30746	41792	45	72583	1415	7712	2763	9308	21198	10	7468	7478	92	870	112	1074	102333	27	102360			
ROURKELA	36429	1131762	8967	19636	16	28619	758	3920	1722	4252	10652	2	3578	3580	26	254	78	358	43209	15	43224			
BERHAMPUR	14968	253710	4262	12037	6	16305	846	3308	651	3233	8038	3	2472	2475	26	238	39	303	27121	22	27143			
KEONJHAR	5537	292017	4396	6633	3	11032	238	1851	612	1218	3919	1	1987	1988	16	105	62	183	17122	5	17127			
SHIMLA	43221	2041699	4911	18172	33	23116	950	5565	1101	3922	11538	9	5074	5083	37	579	131	747	40484	20	40504			
CHANDIGARH	15115	3068067	8962	22059	17	31038	894	5963	1255	4256	12368	2	4616	4618	56	404	165	625	48649	23	48672			
AMRITSAR	6387	477636	5168	14270	11	19449	889	3987	656	3301	8833	1	2718	2719	51	230	100	381	31382	129	31511			
BHATINDA	3368	1065565	3419	12391	7	15817	495	4105	799	2510	7909	3	2817	2820	42	253	107	402	26948	11	26959			
LUDHIANA	4542	2143584	4448	11764	9	16221	362	3878	930	2098	7268	2	3675	3677	53	329	136	518	27684	7	27691			
JALANDHAR	111060	893768	6257	15851	7	22115	867	4553	781	3632	9833	2	3265	3267	60	333	151	544	35759	6	35765			
JAIPUR	89368	4298275	19803	33464	40	53307	2700	9276	2478	8607	23061	8	9162	9170	123	609	218	950	86488	54	86542			
JODHPUR	37443	865238	6493	11548	13	18054	895	3911	1024	2714	8544	0	4250	4250	31	331	109	471	31319	11	31330			
KOTA	39663	596266	8653	9879	7	18539	650	2421	636	2899	6606	0	2333	2333	33	120	72	225	27703	26	27729			
UDAIPUR	47350	1434206	11573	12748	20	24341	935	4360	1437	3461	10193	2	4638	4640	58	200	81	339	39513	19	39532			
COIMBATORE	22797	4806907	56564	32807	29	89400	2282	8228	3139	14735	28384	6	5965	5971	113	983	181	1277	125032	235	125267			
MADURAI	28988	2307733	38440	25789	39	64268	2151	9918	4096	12283	28448	14	9752	9766	503	1231	334	2068	104550	165	104715			
SALEM	81882	3068181	21335	21469	15	42819	0	7700	1880	6845	16425	0	5122	5122	82	958	152	1192	65558	39	65597			
TIRUNELVELI	55393	1081036	79913	21004	30	100947	2402	7845	3396	14547	28190	7	7033	7040	283	708	497	1488	137665	128	137793			
TRICHY	24823	1462629	18881	46225	30	65136	2509	11046	2086	11670	27311	5	8831	8836	171	1355	244	1770	103053	120	103173			
NAGERCOIL	208	254177	5586	10583	5	16174	563	1729	472	2642	5406	0	1152	1152	54	220	46	320	23052	43	23095			
HYDERABAD (BARKATPURA)	667364	4121446	22383	42624	33	65040	2533	11354	2670	10445	27002	4	8899	8903	102	818	219	1139	102084	81	102165			
NIZAMABAD	0	785744	78638	5529	48	84215	447	4249	1766	3864	10326	2	3614	3616	131	394	427	952	99109	22	99131			
WARANGAL	455	332872	14102	8716	9	22827	515	4318	1091	2881	8805	0	3275	3275	31	327	134	492	35399	21	35420			
PATANCHERU	12713	1243731	5530	8319	9	13858	366	2823	811	2439	6439	0	2878	2878	29	217	69	315	23490	8	23498			
KUKATPALLI	32500	2375440	10848	11892	5	22745	626	3541	1045	3835	9047	0	2870	2870	25	210	51	286	34948	22	34970			
KARIMNAGAR	407	310941	53664	11755	19	65438	682	5208	1896	4384	12170	1	4236	4237	49	453	349	851	82696	30	82726			
SIDDIPET	0	87730	11890	916	4	12810	37	894	282	446	1659	0	833	833	14	108	79	201	15503	0	15503			
HYDERABAD (MADHAPUR)	48246	5364923	2687	6433	1	9121	187	2549	636	935	4307	1	2805	2806	28	324	70	422	16656	6	16662			
KANPUR	10442	1227996	18958	27062	18	46038	1733	7306	1857	8314	19210	2	7766	7768	185	540	191	916	73932	22	73954			

Classification of Pensioners as on 31.03.2022																								
Regional Office	Members of Pension Fund			Member Pensioners				Spouse Pensioners					Children Pension				Others Pensioners				Grand Total Col. No. 7,12,15, & 19)	ROC Pensioners	Final Total (20 + 21)	
	Ex	Un- ex		Early Pension (50-57 years)	Superan nuation Pension (58 years)	Disable ment' 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)						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22			
			AGRA	4558	824261	6364	14348	11	20723	647	5066	1242	3745	10700	0	5905	5905	86	405	184	675	38003	23	38026
			BAREILLY	9267	643998	4520	10712	10	15242	729	3731	829	3065	8354	2	4387	4389	37	306	138	481	28466	8	28474
			GORAKHPUR	3916	244846	27000	41457	22	68479	1974	10054	2250	12799	27077	1	11088	11089	82	364	318	764	107409	45	107454
			LUCKNOW	42313	1174161	11061	29713	11	40785	982	5905	1052	5957	13896	1	5158	5159	53	367	169	589	60429	33	60462
			MEERUT	43438	2287210	20553	32587	34	53174	1194	10958	2279	7924	22355	3	10234	10237	143	837	250	1230	86996	87	87083
			VARANASI	49717	785409	25023	33038	30	58091	1839	7973	2100	10962	22874	1	7945	7946	58	361	156	575	89486	42	89528
			NOIDA	85442	5531988	2513	8171	4	10688	68	2051	526	723	3368	0	2620	2620	12	123	55	190	16866	7	16873
			ALLAHABAD	5414	348181	15482	21468	14	36964	1202	5259	1405	6540	14406	3	5506	5509	29	237	168	434	57313	24	57337
			KOLKATA	435015	3810599	28785	68970	21	97776	2798	10724	2400	15739	31661	11	6010	6021	138	620	101	859	136317	154	136471
			BARRACKPORE (TITAGARH)	71580	771811	20953	45272	10	66235	1618	8553	1725	14156	26052	3	5014	5017	111	460	141	712	98016	40	98056
			HOWRAH	116465	815572	25448	51763	14	77225	2174	8468	2553	16192	29387	2	5151	5153	160	401	110	671	112436	62	112498
			DARJEELING	215	69810	3290	7196	4	10490	87	1754	330	1145	3316	0	458	458	30	102	70	202	14466	21	14487
			DURGAPUR	37339	916798	11597	38599	18	50214	1193	7797	2323	10220	21533	1	4659	4660	79	412	95	586	76993	170	77163
			JALPAIGURI	5018	598050	9716	32542	6	42264	684	15343	4147	4160	24334	6	7968	7974	138	612	577	1327	75899	47	75946
PORT BLAIR	247	52212	601	1686	0	2287	46	272	50	311	679	0	314	314	4	16	6	26	3306	1	3307			
SILIGURI	203	563691	10374	21398	7	31779	344	6786	1295	2354	10779	3	4938	4941	58	294	147	499	47998	11	48009			
PARK STREET	148444	2241682	5336	16107	3	21446	44	1821	412	2783	5060	0	935	935	57	80	25	162	27603	28	27631			
JANGIPUR	520	916242	13586	18052	7	31645	128	8436	4296	2075	14935	0	10700	10700	53	245	390	688	57968	0	57968			
Total	10969475	268583069	1969396	2826255	2806	4798457	129462	710424	187078	779002	1805966	386	579014	579400	10360	54675	18541	83576	7267399	6499	7273898			

Appendix - 2(vi)

The details of pensioners benefited from Minimum Pension of Rs. 1000/- per month for the year 2021-2022 (as on 31.03.2022)				
Month/ Year	Number of Pensioners Benefitted	Amount paid as per original pension	Amount paid as per Minimum Pension Notification	Difference Amount
		(Rs.)	(Rs.)	(Rs.)
Apr-2021	1812719	1133227405	1860903027	727675622
May-2021	1808561	1090731556	1778211819	687480263
Jun-2021	1833438	1149028920	1881126221	732097301
Jul-2021	1855727	1204794509	1980893800	776099291
Aug-2021	1867933	1197376723	1982526673	785149950
Sep-2021	1881999	1205253483	1998685684	793432201
Oct-2021	1887350	1201780548	1994149747	790491546
Nov-2021	1895229	1225280221	2026865661	801585440
Dec-2021	1832087	1268818642	2101658726	833443039
Jan-2022	1836341	1172789582	1939000917	766211335
Feb-2022	1844671	1175249140	1954264431	779015291
Mar-2022	1852793	1191355197	1984839944	793484747
Total		14215685926	23483126650	9267440724

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)	31.03.2021 & 31.03.2022
Active Members	3,49,14,215	3,45,48,189	4,12,37,384	The actuary appoint-ed for the 22nd & 23rd Valuation of Employees' Pension Fund for the Year 2017-18 & 2018-19 has submitted the report which is under consideration with the Government. The process for appointment of actuary for 24th & 25th Valuation for the year 2019-20 & 2020-21 is under process.
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 Contribution (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 (As on 31.03.2022)			
Sr. No.	Zone Name	Office Name	Banks
1	Andhra Pradesh (Vijaywada)	Vishakapatnam	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, State Bank of India, Union Bank of India
2	Andhra Pradesh (Vijaywada)	Kadapa	Union Bank of India, Andhra Pragati Gameena Bank, Axis Bank, ICICI Bank, State Bank of India
3	Andhra Pradesh (Vijaywada)	Rajamundry	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, State Bank of India, Union Bank of India
4	Andhra Pradesh (Vijaywada)	Guntur	Axis Bank, HDFC Bank, ICICI Bank, State Bank of India, Union Bank of India
5	Bengaluru (Bengaluru)	K R Puram (Whitefield)	Axis Bank, Canara Bank, Union Bank of India, HDFC Bank, ICICI Bank, State Bank of India, Bank of Baroda
6	Bengaluru (Bengaluru)	Peenya	Axis Bank, Canara Bank, Union Bank of India, HDFC Bank, ICICI Bank, State Bank of India
7	Bengaluru (Bengaluru)	Bengaluru (Central)	Axis Bank, Canara Bank, Union Bank of India, HDFC Bank, ICICI Bank, State Bank of India, Bank of Baroda
8	Bengaluru (Bengaluru)	Bengaluru (Electronic City)	Axis Bank, Canara Bank, HDFC Bank, ICICI Bank, State Bank of India, Union Bank of India, Bank of Baroda
9	Bengaluru (Bengaluru)	Rajarajeshwari Nagar	Axis Bank, Canara Bank, Union Bank of India, HDFC Bank, ICICI Bank, State Bank of India, Bank of Baroda
10	Bihar & Jharkhand (Patna)	Patna	Bank of India, HDFC Bank, Punjab National Bank, State Bank of India
11	Bihar & Jharkhand (Patna)	Bhagalpur	Bank of India, Punjab National Bank, State Bank of India
12	Bihar & Jharkhand(Patna)	Muzaffarpur	Bank of India, HDFC Bank, Punjab National Bank, State Bank of India
13	Bihar & Jharkhand(Patna)	Ranchi	Axis Bank, Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India, Union Bank of India
14	Bihar & Jharkhand (Patna)	Jamshedpur	Axis Bank, Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
15	Chennai & Puducherry (Chennai)	Vellore	Indian Bank, Indian Overseas Bank, State Bank of India
16	Chennai & Puducherry (Chennai)	Chennai (North)	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
17	Chennai & Puducherry (Chennai)	Tambaram	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
18	Chennai & Puducherry (Chennai)	Pondicherry	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
19	Chennai & Puducherry (Chennai)	Ambattur	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
20	Delhi & Uttarakhand	Delhi South	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Punjab National Bank, State Bank of India, Union Bank of India

List of pension Disbursing Agencies (As on 31.03.2022)

Sr. No.	Zone Name	Office Name	Banks
21	Delhi & Uttarakhand	Delhi (North)	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Punjab National Bank, State Bank of India, Union Bank of India
22	Delhi & Uttarakhand	Dehradun	Punjab National Bank, State Bank of India
23	Delhi & Uttarakhand	Haldwani	Punjab National Bank, State Bank of India
24	Delhi & Uttarakhand	Delhi (East)	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Union Bank of India, Punjab National Bank, State Bank of India
25	Gujarat (Ahmedabad)	Naroda	Bank of Baroda, State Bank of India
26	Gujarat (Ahmedabad)	Bharuch	Bank of Baroda, HDFC Bank, State Bank of India
27	Gujarat (Ahmedabad)	Rajkot	Axis Bank, Bank of Baroda, HDFC Bank, ICICI Bank, State Bank Of India
28	Gujarat (Ahmedabad)	Surat	Axis Bank, Bank of Baroda, HDFC Bank, ICICI Bank, State Bank of India
29	Gujarat (Ahmedabad)	Vapi	Bank of Baroda, State Bank of India
30	Gujarat (Ahmedabad)	Vadodara	Bank of Baroda, HDFC Bank, ICICI Bank, State Bank Of India
31	Gujarat (Ahmedabad)	Vatwa	Bank of Baroda, HDFC Bank, State Bank of India
32	Gujarat (Ahmedabad)	Ahmedabad	Bank of Baroda, HDFC Bank, State Bank of India
33	Haryana	Rohtak	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
34	Haryana	Faridabad	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
35	Haryana	Karnal	HDFC Bank, Punjab National Bank, State Bank Of India
36	Haryana	Gurugram (East)	HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
37	Jammu Kashmir & Ladakh	Srinagar	State Bank of India
38	Jammu Kashmir & Ladakh	Jammu	Jammu And Kashmir Bank, State Bank of India
39	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Mangalore	Axis Bank, Canara Bank, State Bank of India, Union Bank of India, Bank of Baroda
40	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Mysore	Axis Bank, Canara Bank, Union Bank, HDFC Bank, ICICI Bank, State Bank of India, Bank of Baroda
41	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Bellary	Axis Bank, Canara Bank, Union Bank of India, State Bank of India
42	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Chikamagalur	Canara Bank, Union Bank of India, State Bank of India, Bank of Baroda
43	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Goa	Bank of India, HDFC Bank, State Bank of India
44	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Hubli	Axis Bank, Canara Bank, Union Bank of India, HDFC Bank, ICICI Bank, State Bank of India
45	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Shimoga	Canara Bank, Union Bank of India, State Bank of India

List of pension Disbursing Agencies (As on 31.03.2022)

Sr. No.	Zone Name	Office Name	Banks
46	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Uduppi	Axis Bank, Canara Bank, Union Bank of India, State Bank of India, Bank of Baroda
47	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Raichur	Canara Bank, State Bank of India
48	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Gulbarga	Canara Bank, Union Bank of India, ICICI Bank, State Bank of India
49	Kerala & Lakshadweep (Thiruvananthapuram)	Thiruvananthapuram (Trivendrum)	Axis Bank, Canara Bank, Federal Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, Kerala Gramin Bank, Punjab National Bank, State Bank of India
50	Kerala & Lakshadweep (Thiruvananthapuram)	Kannur	Canara Bank, Federal Bank, HDFC Bank, Indian Overseas Bank, Kerala Gramin Bank, North Malabar Gramin Bank, Punjab National Bank, State Bank of India, Indian Bank
51	Kerala & Lakshadweep (Thiruvananthapuram)	Kochi (Cochin)	Axis Bank, Canara Bank, Federal Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, Kerala Gramin Bank, North Malabar Gramin Bank, Punjab National Bank, State Bank of India
52	Kerala & Lakshadweep (Thiruvananthapuram)	Kollam	Axis Bank, Canara Bank, Federal Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, Kerala Gramin Bank, Punjab National Bank, State Bank of India
53	Kerala & Lakshadweep (Thiruvananthapuram)	Kottayam	Axis Bank, Canara Bank, Federal Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, Kerala Gramin Bank, Punjab National Bank, State Bank of India
54	Kerala & Lakshadweep (Thiruvananthapuram)	Kozhikode (Calicut)	Canara Bank, Federal Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, Kerala Gramin Bank, Punjab National Bank, State Bank of India
55	Madhya Pradesh & Chattisgarh (Bhopal)	Raipur (Chattisgarh)	Axis Bank, Central Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
56	Madhya Pradesh & Chattisgarh (Bhopal)	Bhopal	Axis Bank, HDFC Bank, ICICI Bank Ltd, Punjab National Bank, State Bank of India
57	Madhya Pradesh & Chattisgarh (Bhopal)	Gwalior	Axis Bank, HDFC Bank, Punjab National Bank, State Bank of India
58	Madhya Pradesh & Chattisgarh (Bhopal)	Ujjain	Axis Bank, Punjab National Bank, State Bank of India
59	Madhya Pradesh & Chattisgarh (Bhopal)	Indore	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
60	Madhya Pradesh & Chattisgarh (Bhopal)	Jabalpur	Punjab National Bank, State Bank of India
61	Madhya Pradesh & Chattisgarh (Bhopal)	Sagar	Punjab National Bank, State Bank of India
62	Maharashtra (Excluding Mumbai) (Pune)	Nagpur	Axis Bank, Bank of India, Central Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India

List of pension Disbursing Agencies (As on 31.03.2022)

Sr. No.	Zone Name	Office Name	Banks
63	Maharashtra(Excluding Mumbai) (Pune)	Nasik	Axis Bank, Bank of India, HDFC Bank, ICICI Bank , Punjab National Bank, State Bank of India
64	Maharashtra(Excluding Mumbai) (Pune)	Pune (Pune Cantt)	Axis Bank, Bank of India, Bank of Maharashtra, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
65	Maharashtra(Excluding Mumbai) (Pune)	Solhapur	Axis Bank, Bank of India, Bank of Maharashtra, Punjab National Bank, State Bank of India
66	Maharashtra(Excluding Mumbai) (Pune)	Aurangabad	Axis Bank , Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
67	Maharashtra(Excluding Mumbai) (Pune)	Kolhapur	Axis Bank, Bank of Maharashtra, Bank of India, HDFC Bank, Punjab National Bank, State Bank of India
68	Maharashtra(Excluding Mumbai) (Pune)	Akola	Axis Bank, Bank of India, Central Bank of India, ICICI Bank, Punjab National Bank, State Bank of India
69	Mumbai-1 (Bandra)	Mumbai (Bandra)	Axis Bank, Bank of India, Bank of Maharashtra, HDFC Bank, Indian Bank, ICICI Bank, Punjab National Bank, State Bank of India
70	Mumbai-2 (Thane)	Kandivali (West)	Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
71	Mumbai-2 (Thane)	Thane (North)	Axis Bank, Bank of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
72	Mumbai-2 (Thane)	Vashi	Axis Bank, Bank of India, HDFC Bank, Punjab National Bank, State Bank of India
73	NER (Guwahati)	Tinsukia	State Bank of India
74	NER (Guwahati)	Guwahati	Axis Bank, HDFC Bank, ICICI Bank, State Bank of India
75	NER(Guwahati)	Agartala	State Bank of India
76	NER (Guwahati)	Shillong	State Bank of India
77	Orissa (Bhubaneswar)	Keonjhar	Bank of India, State Bank of India
78	Orissa (Bhubaneswar)	Berhampur	Axis Bank, Bank of India, State Bank of India, UCO Bank
79	Orissa (Bhubaneswar)	Bhubaneswar	Axis Bank, Bank of India, HDFC Bank, ICICI Bank, State Bank of India, UCO Bank
80	Orissa (Bhubaneswar)	Rourkela	Axis Bank, Bank of India, HDFC Bank, ICICI Bank, State Bank of India, UCO Bank
81	Punjab & Himachal Pradesh	Ludhiana	Axis Bank, HDFC Bank, Punjab National Bank, State Bank Of India
82	Punjab & Himachal Pradesh	Shimla	Axis Bank, Punjab National Bank, State Bank of India,
83	Punjab & Himachal Pradesh	Bhatinda	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
84	Punjab & Himachal Pradesh	Jalandhar	Axis Bank, HDFC Bank, Punjab National Bank, State Bank of India
85	Punjab & Himachal Pradesh	Chandigarh	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India

List of pension Disbursing Agencies (As on 31.03.2022)

Sr. No.	Zone Name	Office Name	Banks
86	Punjab & Himachal Pradesh	Amritsar	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
87	Rajasthan	Jodhpur	Bank of Baroda, HDFC Bank, Marudhar Gramin Bank, Punjab National Bank, Rajasthan Marudhara Gramin Bank, State Bank of India
88	Rajasthan	Jaipur	Axis Bank, Bank of Baroda, Baroda Raj. Ksh. Gramin Bank, HDFC Bank, ICICI Bank, Jaipur Thar Gramin Bank, Marudhar Gramin Bank, Punjab National Bank, State Bank of India
89	Rajasthan	Kota	HDFC Bank, Punjab National Bank, State Bank of India
90	Rajasthan	Udaipur	Axis Bank, Bank of Baroda, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
91	Tamil Nadu(Excluding Chennai)	Madurai	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
92	Tamil Nadu(Excluding Chennai)	Salem	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
93	Tamil Nadu(Excluding Chennai)	Tirunelveli	Axis Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
94	Tamil Nadu(Excluding Chennai)	Trichy	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
95	Tamil Nadu(Excluding Chennai)	Coimbatore	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
96	Tamil Nadu(Excluding Chennai)	Nagercoil	ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank of India
97	Telangana (Hyderabad)	Kukatpalli	Union Bank of India, HDFC Bank, ICICI Bank, State Bank of India
98	Telangana (Hyderabad)	Nizamabad	Union Bank of India, Axis Bank, State Bank of India, Telangana Grameena Bank
99	Telangana (Hyderabad)	Siddipet	Axis Bank, HDFC, ICICI Bank, State Bank of India, Union Bank of India
100	Telangana (Hyderabad)	Warangal	State Bank India, Union Bank of India
101	Telangana (Hyderabad)	Hyderabad (Barkatpura)	Axis Bank, HDFC Bank, ICICI Bank, State Bank of India, Union Bank of India
102	Telangana (Hyderabad)	Karimnagar	Deccan Grameena Bank, ICICI Bank, State Bank of India, Canara Bank, Telangana Grameena Bank, Union Bank of India
103	Telangana (Hyderabad)	Patancheru	Union Bank of India, Axis Bank, HDFC Bank, State Bank of India
104	Uttar Pradesh	Meerut	Punjab National Bank, State Bank of India,
105	Uttar Pradesh	Noida	Axis Bank, HDFC Bank, Punjab National Bank, State Bank of India
106	Uttar Pradesh	Bareilly	Punjab National Bank, State Bank of India
107	Uttar Pradesh	Gorakhpur	Punjab National Bank, Purvanchal Gramin Bank, State Bank of India
108	Uttar Pradesh	Kanpur	Punjab National Bank, State Bank of India

List of pension Disbursing Agencies (As on 31.03.2022)

Sr. No.	Zone Name	Office Name	Banks
109	Uttar Pradesh	Lucknow	HDFC Bank, Punjab National Bank, State Bank of India
110	Uttar Pradesh	Varanasi	Bank of Baoda, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
111	Uttar Pradesh	Allahabad	HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
112	Uttar Pradesh	Agra	Punjab National Bank, State Bank of India
113	Wb, A&N Islands & Sikkim (Kolkata)	Port Blair	Andaman And Nicobar State Coop Bank Ltd, Punjab National Bank
114	Wb, A&N Islands & Sikkim (Kolkata)	Siliguri	Axis Bank, HDFC Bank, Punjab National Bank, State Bank of India, Union Bank of India, Uttar Banga Kshetriya Gramin Bank
115	Wb, A&N Islands & Sikkim (Kolkata)	Barrackpore (Titagarh)	Axis Bank, HDFC Bank, Punjab National Bank, State Bank of India
116	Wb, A&N Islands & Sikkim (Kolkata)	Durgapur	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
117	Wb, A&N Islands & Sikkim (Kolkata)	Howrah	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
118	Wb, A&N Islands & Sikkim (Kolkata)	Jalpaiguri	Indian Bank, Central Bank of India, Cooch-Behar H.P.O, Jalpaiguri H.P.O., Malbazar H.P.O., State Bank of India, UCO Bank, Uttarbanga Kshetriya Gramin Bank
119	Wb, A&N Islands & Sikkim (Kolkata)	Jangipur	Punjab National Bank, State Bank of India
120	Wb, A&N Islands & Sikkim (Kolkata)	Kolkata	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank India
121	Wb, A&N Islands & Sikkim (Kolkata)	Park Street	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank of India
122	Wb, A&N Islands & Sikkim (Kolkata)	Darjeeling	Axis Bank, ICICI Bank, State Bank of India, Uttar Banga Kshetriya Gramin 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 (Vijayawada)	Guntur		Ongole Vijayawada		
		Kadapa		Anantapur Kurnool Nellore Tirupathi		
		Rajahmundry		Bhimavaram Elluru Kakinada		
		Visakhapatnam		Srikakulam Vizianagaram		
2.	TELANGANA (Hyderabad)	Hyderabad - I (Barkatpura)				
		Hyderabad - II (Madhapur)				
		Kukatpally				
		Patancheru				
		Nizamabad				
			Karimnagar	Nirmal (Adilabad)		
			Siddipet			
			Warangal	Khammam		Nalgonda
3.	BENGALURU (Bengaluru)	Bengaluru -I (Central)				
		Bengaluru -II (Malleswaram)				
		Bommasandra - I (Electronic City)				
		Bommasandra - II (Koramangala)				
		K R Puram		Kolar		
		Peenya				
		RR Nagar				
			Tumkur			
			Yelahanka			

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
4.	KARNATAKA (OTHER THAN BENGALURU) & GOA (Hubli)	Goa				Margao
		Hubli		Belagavi Karwar		
		Mangalore				
		Mysore		Madikeri (Kodagu) Mandya		
			Bellary			
			Chikamagalur	Hassan		
			Gulbarga	Bijapur Bidar		
			Raichur	Bagalkot		
			Shimoga	Davanagere		
			Udupi			
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 (North)				
		Chennai – II (South)				
		Tambaram				
		Vellore				
			Puducherry			

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
7.	TAMIL NADU (EXCLUDING CHENNAI) (Coimbatore)	Coimbatore		Coonoor Ooty Pollachi Tiruppur		
		Madurai		Dindigul Sivakasi		
		Salem		Erode Krishnagiri		
		Tirunelveli		Thoothukudi		
		Trichy		Cuddalore Karur Kumbakonam Thanjavur		
			Nagercoil			
8.	DELHI , UTTARAKHAND, J&K and Ladakh (Delhi)	Delhi East				
		Delhi West				
		Delhi Central				
		Delhi North				
		Delhi South				
		Dehradun				Haridwar
		Haldwani				
		Jammu				
		Kashmir				
			Ladakh			
9.	GUJARAT (Ahmedabad)	Ahmedabad		Bhavnagar Mahesana Nadiad		
		Bharuch				
		Naroda		Himmat Nagar		
		Rajkot		Gandhidham Jamnagar Junagadh Surendranagar		
		Surat				
		Vadodara				
		Vapi				
			Vatva			

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
10.	HARYANA (Faridabad)	Faridabad				
		Gurgaon - I (East)				
		Gurgaon - II (West)				
		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)				
		Bandra II (Dadar)				
		Bandra III (Nariman point)				
		Bandra IV (Powai)				
14.	MUMBAI-2 (Thane)	Kandivali - I (West)				
		Kandivali - II (East)				
		Thane - I (North)				
		Thane - II (South)				
		Vashi				

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
15.	MAHARASHTRA (excluding Mumbai) (Pune)	Pune - I (Pune Cantt.)				
		Pune – II (Akurdi)				
		Aurangabad				
		Kolhapur				
		Nagpur		Chandrapur		
		Nasik		Ahmadnagar Jalgaon		
		Solapur				
			Akola	Amravati		
16.	NORTH-EASTERN REGION (Guwahati)	Guwahati		Bongaigaon Cachar (Silchar) Tezpur	1. Imphal 2. Itanagar 3. Dimapur	
			Agartala	Dharmanagar		
			Shillong		Aizawl	
			Tinsukia	Jorhat		
17.	ODISHA (Bhubaneswar)	Bhubaneswar		Baleswar (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		

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
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		
			Gorakhpur			
21.	WB, A&N Islands & Sikkim (Kolkata)	Barrackpore				
		Durgapur				
		Howrah		Shrirampur		
		Jalpaiguri		Alipurduar Malbazar		
		Jangipur				
		Kolkata		Midnapore		
		Park Street				
		Siliguri			Gangtok	
			Darjeeling			
			Port Blair			
Total	21	102	36	114	05	04

Appendix-3(ii)

Average Contributing Establishments and Members (2021-22)		
Zone	Contributing Establishments	Contributing Members
ANDHRA PRADESH (VIJAYWADA)	17571	1130857
BENGALURU (BENGALURU)	27848	4652523
BIHAR & JHARKHAND(PATNA)	16870	1323694
CHENNAI & PUDUCHERRY (CHENNAI)	27545	2983977
DELHI & UTTARAKHAND	35485	3381414
GUJARAT (AHMEDABAD)	50120	3217573
HARYANA	27009	2479034
JAMMU KASHMIR AND LADAKH (DL & UK)	4748	145952
KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	24610	1263518
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	16200	994369
MADHYA PRADESH & CHATTISGARH (BHOPAL)	29227	1538369
MAHARASHTRA(EXCLUDING MUMBAI)(PUNE)	51277	3371727
MUMBAI-1 (BANDRA)	12439	3311591
MUMBAI-2 (THANE)	32747	3007399
NORTH-EASTERN REGION (GUWAHATI)	8356	356625
ORISSA (BHUBANESWAR)	15030	761615
PUNJAB & HIMACHAL PRADESH	30179	1439004
RAJASTHAN	24307	1191168
TAMIL NADU(EXCLUDING CHENNAI)	35693	2011799
TELANGANA (HYDERABAD)	26293	2908862
UTTAR PRADESH	38316	2252460
WB, A&N ISLANDS & SIKKIM (KOLKATA)	39314	2612636
TOTAL	591184	46336166

Appendix-3(iii)

All Claims Summary (2021-22)									
Type of Claim	Workload	Rejected	Net Workload	Settled					Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	Total	
PF Final Settlement	8635545	3041177	5594368	930834	3607471	5076590	284625	5361215	233153
PF Transfer	8050026	1734114	6315912	1656824	4484942	5775359	319425	6094784	221128
PF Part Withdrawal	31555400	7709135	23846265	12883640	20096001	22971847	482436	23454283	391982
Pension	624310	276532	347778	48705	183542	285595	49288	334883	12895
Pension Withdrawal Benefit	7257804	3283481	3974323	553998	2425950	3524839	257827	3782666	191657
Insurance (EDLI)	121705	51671	70034	47943	66811	69162	478	69640	394
Total	56244790	16096110	40148680	16121944	30864717	37703392	1394079	39097471	1051209

Appendix-3(iv)

All Claims (2021-22)									
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)	1486305	372746	1113559	544984	953182	1090076	3327	1093403	20156
Bengaluru (Bengaluru)	5300516	1555642	3744874	1088537	2601439	3535043	107243	3642286	102588
Bihar & Jharkhand (Patna)	1148452	277999	870453	424282	764001	852506	1934	854440	16013
Chennai & Puducherry (Chennai)	4064738	1134802	2929936	1007001	1963974	2683756	181468	2865224	64712
Delhi & Uttarakhand	5776717	1976471	3800246	2223083	3386325	3671486	41271	3712757	87489
Gujarat (Ahmedabad)	4017922	1233985	2783937	1196681	2339941	2700417	18252	2718669	65268
Haryana	4124758	1492985	2631773	835430	1905331	2425059	112802	2537861	93912
Jammu Kashmir and Ladakh (DL & UK)	165629	38622	127007	34092	77238	112208	7360	119568	7439
Karnataka (Other than Bengaluru) & Goa (Hubli)	1221986	319054	902932	379092	818997	880401	1549	881950	20982
Kerala & Lakshadweep (Thiruvananthapuram)	1051573	200936	850637	357607	651905	810815	22204	833019	17618
Madhya Pradesh & Chattisgarh (Bhopal)	2063806	500964	1562842	749054	1307983	1506929	30278	1537207	25635
Maharashtra(Excluding Mumbai) (Pune)	3557722	784716	2773006	861387	1955939	2645863	45885	2691748	81258
Mumbai-1 (Bandra)	2836927	838145	1998782	605815	909333	1464528	442996	1907524	91258
Mumbai-2 (Thane)	4020128	1133701	2886427	954740	1668001	2583316	191549	2774865	111562
North-Eastern Region (Guwahati)	369442	90454	278988	111098	207510	251768	21493	273261	5727
Orissa (Bhubaneswar)	806722	174017	632705	272925	578387	622548	1282	623830	8875
Punjab & Himachal Pradesh	1967828	511325	1456503	917888	1410149	1431240	522	1431762	24741
Rajasthan	1514486	529571	984915	520600	905486	963908	868	964776	20139
Tamil Nadu(Excluding Chennai)	2411347	542076	1869271	722908	1539142	1763743	61180	1824923	44348
Telangana (Hyderabad)	2950388	774947	2175441	1063653	1980381	2133646	4580	2138226	37215
Uttar Pradesh	3302068	1141450	2160618	728658	1722151	2075297	19781	2095078	65540
WB, A&N Islands & Sikkim (Kolkata)	2085330	471502	1613828	522429	1217922	1498839	76255	1575094	38734
All India	56244790	16096110	40148680	16121944	30864717	37703392	1394079	39097471	1051209

Appendix-3(v)

PF Final Settlement Claims (2021-22)									
Zone	Work load	Rejected	Net Workload	Settled				Total	Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	183505	50508	132997	34530	103203	128805	497	129302	3695
Bengaluru (Bengaluru)	764307	265418	498889	39400	282296	459911	19234	479145	19744
Bihar & Jharkhand(Patna)	164503	58432	106071	30669	88280	102339	260	102599	3472
Chennai & Puducherry (Chennai)	518630	208963	309667	19921	144650	268066	28943	297009	12658
Delhi & Uttarakhnad	848177	381327	466850	138196	361522	434055	12018	446073	20777
Gujarat (Ahmedabad)	728435	261209	467226	80080	343644	444251	3453	447704	19522
Haryana	738275	337057	401218	41133	225247	350092	28138	378230	22988
Jammu Kashmir and Ladakh (DL & UK)	37342	7558	29784	1013	9341	23138	4167	27305	2479
Karnataka (Other than Bengaluru) & Goa (Hubli)	216598	61039	155559	38226	137331	150366	153	150519	5040
Kerala & Lakshadweep (Thiruvananthapuram)	163740	35998	127742	23281	85683	120131	3507	123638	4104
Madhya Pradesh & Chattisgarh (Bhopal)	287305	85799	201506	38023	137562	188153	6733	194886	6620
Maharashtra(Excluding Mumbai) (Pune)	557392	135991	421401	34845	224879	396219	9615	405834	15567
Mumbai-1 (Bandra)	364344	133395	230949	5146	33852	129487	84296	213783	17166
Mumbai-2 (Thane)	571211	200251	370960	15376	116914	309083	42565	351648	19312
North-Eastern Region (Guwahati)	58680	16696	41984	6009	24517	34968	5619	40587	1397
Orissa (Bhubaneswar)	110301	26936	83365	20710	73667	81116	211	81327	2038
Punjab & Himachal Pradesh	332898	95234	237664	110745	224842	229511	62	229573	8091
Rajasthan	257475	107811	149664	49128	129584	143770	175	143945	5719
Tamil Nadu(Excluding Chennai)	422106	110769	311337	47882	213722	282860	16911	299771	11566
Telangana (Hyderabad)	384029	126040	257989	59965	212314	249928	488	250416	7573
Uttar Pradesh	556262	243790	312472	39200	229229	295882	2882	298764	13708
WB, A&N Islands & Sikkim (Kolkata)	370030	90956	279074	57356	205192	254459	14698	269157	9917
All India	8635545	3041177	5594368	930834	3607471	5076590	284625	5361215	233153

Appendix-3(vi)

PF Transfer Claims (2021-22)									
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)	189206	42286	146920	52155	121962	142810	341	143151	3769
Bengaluru (Bengaluru)	1045625	235963	809662	108136	499009	750254	34045	784299	25363
Bihar & Jharkhand(Patna)	113453	20616	92837	40005	80581	89872	371	90243	2594
Chennai & Puducherry (Chennai)	535403	142659	392744	37333	211106	344739	34516	379255	13489
Delhi & Uttarakhnad	794665	192243	602422	290605	520899	574739	8854	583593	18829
Gujarat (Ahmedabad)	580107	102845	477262	165315	391585	457513	5444	462957	14305
Haryana	821143	182788	638355	164097	494432	594516	20226	614742	23613
Jammu Kashmir and Ladakh (DL & UK)	9145	1835	7310	1306	3561	5392	1046	6438	872
Karnataka (Other than Bengaluru) & Goa (Hubli)	157009	37474	119535	39141	106908	115490	241	115731	3804
Kerala & Lakshadweep (Thiruvananthapuram)	77742	12549	65193	19633	47624	61538	1999	63537	1656
Madhya Pradesh & Chattisgarh (Bhopal)	251196	54772	196424	63187	151936	187016	3871	190887	5537
Maharashtra(Excluding Mumbai) (Pune)	533358	105892	427466	65427	270946	396860	13311	410171	17295
Mumbai-1 (Bandra)	482926	99694	383232	13306	70877	213431	142512	355943	27289
Mumbai-2 (Thane)	556742	90293	466449	60521	231981	412121	35066	447187	19262
North-Eastern Region (Guwahati)	18701	5037	13664	3345	9246	11704	1081	12785	879
Orissa (Bhubaneswar)	88592	20376	68216	24887	61463	66139	166	66305	1911
Punjab & Himachal Pradesh	251763	62573	189190	122535	181387	183926	55	183981	5209
Rajasthan	200299	50657	149642	74785	137337	144951	79	145030	4612
Tamil Nadu(Excluding Chennai)	276482	55612	220870	53283	180089	207519	6404	213923	6947
Telangana (Hyderabad)	378105	75419	302686	97175	266905	294774	649	295423	7263
Uttar Pradesh	462920	107956	354964	113805	297983	341226	2706	343932	11032
WB, A&N Islands & Sikkim (Kolkata)	225444	34575	190869	46842	147125	178829	6442	185271	5598
All India	8050026	1734114	6315912	1656824	4484942	5775359	319425	6094784	221128

Appendix-3(vii)

PF Part Withdrawal Claims (2021-22)									
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)	937020	215265	721755	430667	645864	711471	997	712468	9287
Bengaluru (Bengaluru)	2762278	716685	2045593	916252	1615100	1973517	32773	2006290	39303
Bihar & Jharkhand(Patna)	715200	129767	585433	327092	524046	577635	528	578163	7270
Chennai & Puducherry (Chennai)	2534248	545430	1988818	937368	1505182	1871698	89259	1960957	27861
Delhi & Uttarakhnad	3338525	966667	2371858	1692914	2233595	2333719	8698	2342417	29441
Gujarat (Ahmedabad)	2038003	578045	1459958	891930	1335624	1442443	3395	1445838	14120
Haryana	1908451	610444	1298007	600346	1034492	1237484	34174	1271658	26349
Jammu Kashmir And Ladakh (DL & UK)	108419	25672	82747	31621	62819	78487	965	79452	3295
Karnataka (Other than Bengaluru) & Goa (Hubli)	646556	146505	500051	275962	468410	492267	286	492553	7498
Kerala & Lakshadweep (Thiruvananthapuram)	667686	104158	563528	304380	472757	547393	8189	555582	7946
Madhya Pradesh & Chattisgarh (Bhopal)	1247233	245765	1001468	621328	913722	981827	11989	993816	7652
Maharashtra(Excluding Mumbai)(Pune)	1948447	354676	1593771	735733	1288500	1547799	11396	1559195	34576
Mumbai-1 (Bandra)	1644035	444226	1199809	583815	780534	1031096	135235	1166331	33478
Mumbai-2 (Thane)	2362886	593229	1769657	869005	1242828	1645930	68644	1714574	55083
North-Eastern Region (Guwahati)	231394	47817	183577	97892	154510	176137	5203	181340	2237
Orissa (Bhubaneswar)	503853	90671	413182	213362	387536	409768	181	409949	3233
Punjab & Himachal Pradesh	1080114	237133	842981	603864	829472	838315	14	838329	4652
Rajasthan	819458	252531	566927	363090	540982	562229	64	562293	4634
Tamil Nadu(Excluding Chennai)	1318974	233489	1085485	592560	978921	1047495	22412	1069907	15578
Telangana (Hyderabad)	1835200	421717	1413483	861219	1340288	1396870	938	1397808	15675
Uttar Pradesh	1778668	524839	1253829	553254	1036838	1216344	8906	1225250	28579
WB, A&N Islands & Sikkim (Kolkata)	1128752	224404	904348	379986	703981	851923	38190	890113	14235
All India	31555400	7709135	23846265	12883640	20096001	22971847	482436	23454283	391982

Appendix-3(viii)

Pension Claims (2021-22)									
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)	20090	9708	10382	1735	5796	9081	1049	10130	252
Bengaluru (Bengaluru)	27025	15493	11532	1281	5453	9407	1570	10977	555
Bihar & Jharkhand(Patna)	15367	5713	9654	3502	7908	9042	458	9500	154
Chennai & Puducherry (Chennai)	29575	15292	14283	803	5356	9914	4024	13938	345
Delhi & Uttarakhnad	42816	20310	22506	4857	16213	20179	1654	21833	673
Gujarat (Ahmedabad)	35787	13804	21983	3976	12979	19138	2359	21497	486
Haryana	16812	8077	8735	1671	3989	6372	1718	8090	645
Jammu Kashmir and Ladakh (DL & UK)	50	12	38	0	6	18	14	32	6
Karnataka (Other than Bengaluru) & Goa (Hubli)	30494	12378	18116	2985	11596	16899	642	17541	575
Kerala & Lakshadweep (Thiruvananthapuram)	30798	12566	18232	417	4046	14058	3169	17227	1005
Madhya Pradesh & Chattisgarh (Bhopal)	26800	11213	15587	2822	9858	13960	1334	15294	293
Maharashtra(Excluding Mumbai)(Pune)	52768	23670	29098	2537	12317	24246	3612	27858	1240
Mumbai-1 (Bandra)	29130	10279	18851	420	2511	5906	11537	17443	1408
Mumbai-2 (Thane)	27005	16581	10424	428	2117	4788	4475	9263	1161
North-Eastern Region (Guwahati)	5296	2040	3256	129	933	1993	1124	3117	139
Orissa (Bhubaneswar)	15714	5827	9887	1035	6122	9246	537	9783	104
Punjab & Himachal Pradesh	17526	6413	11113	2423	8453	10526	376	10902	211
Rajasthan	18061	9611	8450	1510	5518	7771	315	8086	364
Tamil Nadu(Excluding Chennai)	40365	18910	21455	2523	12154	18931	1908	20839	616
Telangana (Hyderabad)	38701	15618	23083	5650	14868	20404	2119	22523	560
Uttar Pradesh	40128	19739	20389	2326	11015	17853	1822	19675	714
WB, A&N Islands & Sikkim (Kolkata)	64002	23278	40724	5675	24334	35863	3472	39335	1389
All India	624310	276532	347778	48705	183542	285595	49288	334883	12895

Pension Withdrawal Benefit Claims (2021-22)									
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)	150769	52840	97929	23253	72851	94345	434	94779	3150
Bengaluru (Bengaluru)	693687	317628	376059	21552	196558	338849	19607	358456	17603
Bihar & Jharkhand(Patna)	136887	61896	74991	21900	61752	72158	312	72470	2521
Chennai & Puducherry (Chennai)	440153	218741	221412	10231	95077	186433	24648	211081	10331
Delhi & Uttarakhand	742857	410629	332228	93329	249861	304457	10032	314489	17739
Gujarat (Ahmedabad)	626633	275698	350935	50306	249639	330508	3598	334106	16829
Haryana	635528	352348	283180	27020	145162	234421	28482	262903	20277
Jammu Kashmir and Ladakh (DL & UK)	10585	3533	7052	120	1449	5101	1167	6268	784
Karnataka (Other than Bengaluru) & Goa (Hubli)	166744	59781	106963	20292	92063	102683	225	102908	4055
Kerala & Lakshadweep (Thiruvananthapuram)	109203	34472	74731	9220	40648	66496	5333	71829	2902
Madhya Pradesh & Chattisgarh (Bhopal)	244829	101481	143348	20014	90430	131474	6346	137820	5528
Maharashtra(Excluding Mumbai)(Pune)	455183	160719	294464	17943	152632	273969	7939	281908	12556
Mumbai-1 (Bandra)	313671	150016	163655	2729	19974	82463	69292	151755	11900
Mumbai-2 (Thane)	496816	230562	266254	8306	71900	208851	40715	249566	16688
North-Eastern Region (Guwahati)	54083	18129	35954	3417	17787	26421	8460	34881	1073
Orissa (Bhubaneswar)	85121	28637	56484	11989	48076	54713	186	54899	1585
Punjab & Himachal Pradesh	281270	108741	172529	75996	163010	165938	15	165953	6576
Rajasthan	215335	106836	108499	31181	90420	103482	234	103716	4783
Tamil Nadu(Excluding Chennai)	346571	119919	226652	24376	150810	203470	13543	217013	9639
Telangana (Hyderabad)	308342	134040	174302	36037	142128	167789	386	168175	6127
Uttar Pradesh	455778	241459	214319	16880	142580	199392	3454	202846	11473
WB, A&N Islands & Sikkim (Kolkata)	287759	95376	192383	27907	131143	171426	13419	184845	7538
All India	7257804	3283481	3974323	553998	2425950	3524839	257827	3782666	191657

Appendix-3(x)

Insurance (EDLI) Claims (2021-22)									
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)	5715	2139	3576	2644	3506	3564	9	3573	3
Bengaluru (Bengaluru)	7594	4455	3139	1916	3023	3105	14	3119	20
Bihar & Jharkhand(Patna)	3042	1575	1467	1114	1434	1460	5	1465	2
Chennai & Puducherry (Chennai)	6729	3717	3012	1345	2603	2906	78	2984	28
Delhi & Uttarakhand	9677	5295	4382	3182	4235	4337	15	4352	30
Gujarat (Ahmedabad)	8957	2384	6573	5074	6470	6564	3	6567	6
Haryana	4549	2271	2278	1163	2009	2174	64	2238	40
Jammu Kashmir and Ladakh (DL & UK)	88	12	76	32	62	72	1	73	3
Karnataka (Other Tthan Bengaluru) & Goa (Hubli)	4585	1877	2708	2486	2689	2696	2	2698	10
Kerala & Lakshadweep (Thiruvananthapuram)	2404	1193	1211	676	1147	1199	7	1206	5
Madhya Pradesh & Chattisgarh (Bhopal)	6443	1934	4509	3680	4475	4499	5	4504	5
Maharashtra(Excluding Mumbai)(Pune)	10574	3768	6806	4902	6665	6770	12	6782	24
Mumbai-1 (Bandra)	2821	535	2286	399	1585	2145	124	2269	17
Mumbai-2 (Thane)	5468	2785	2683	1104	2261	2543	84	2627	56
North-Eastern Region (Guwahati)	1288	735	553	306	517	545	6	551	2
Orissa (Bhubaneswar)	3141	1570	1571	942	1523	1566	1	1567	4
Punjab & Himachal Pradesh	4257	1231	3026	2325	2985	3024	0	3024	2
Rajasthan	3858	2125	1733	906	1645	1705	1	1706	27
Tamil Nadu(Excluding Chennai)	6849	3377	3472	2284	3446	3468	2	3470	2
Telangana (Hyderabad)	6011	2113	3898	3607	3878	3881	0	3881	17
Uttar Pradesh	8312	3667	4645	3193	4506	4600	11	4611	34
WB, A&N Islands & Sikkim (Kolkata)	9343	2913	6430	4663	6147	6339	34	6373	57
All India	121705	51671	70034	47943	66811	69162	478	69640	394

Appendix-3(xi)

Annual Accounts (Unexempted) Updation													
Zone	Accounts updated	Active Member Accounts	Active Members Account with Bal<=0	Settled Member Accounts	Settled Member Accounts with CB<=0	Inopera-tive Member Accounts	Inopera-tive Member Accounts with Bal<=0	Member Account Balance with Bal<=0	Member Account Balance with Bal 1-100	Member Account Balance with Bal 101-500	Member Account Balance with Bal>1000	Member Account Pending for Update	
Andhra Pradesh (Vijaywada)	39084	4989424	22251	335070	223291	34910	1224	246766	182288	565939	489699	3874712	51270
Bengaluru (Bengaluru)	49100	21572578	93927	1575077	1035169	67207	462	1129558	650599	2254931	2216092	16963682	291506
Bihar & Jharkhand(Patna)	33891	4475243	17656	254057	163601	43421	564	181821	155060	450743	375580	3609517	22906
Chennai & Puducherry (Chennai)	55197	16891969	39502	864222	586988	102803	402	626892	681423	1994593	1793082	12763004	44153
Delhi & Uttarakhand	74146	22229723	85804	1377158	968914	86376	714	1055432	855176	2494683	2401313	16886653	91040
Gujarat (Ahmedabad)	94653	19448092	55708	1097582	790028	93067	631	846367	747612	2422511	2265563	14356688	42818
Haryana	52903	18068395	82478	1235362	859476	47758	395	942349	1195833	2463819	2172205	12577309	133970
Jammu Kashmir & Ladakh (DL & UK)	11962	485933	6337	770	499	1839	50	6886	8502	26210	26355	420589	96140
Karnataka (Other than Bengaluru) & Goa (Hubli)	44522	5971104	17931	390687	242023	51719	444	260398	358956	801935	678810	4313411	40253
Kerala & Lakshadweep (Thiruvananthapuram)	28446	3547778	18528	256539	163762	67698	2632	184922	129179	289363	258838	3009713	11692
Madhya Pradesh & Chattisgarh (Bhopal)	57992	7737168	26057	509044	351925	53553	474	378456	355168	942671	786389	5837081	42170
Maharashtra (Excluding Mumbai) (Pune)	91305	18298183	79049	1093628	644804	103482	1253	725106	1000334	2522054	2123905	13123894	163066
Mumbai-1 (Bandra)	26771	12275453	56925	651728	482663	40671	376	539964	254081	1015463	1172754	9985590	386291
Mumbai-2 (Thane)	62164	15723146	77223	1068138	718210	52217	488	795921	496153	1533026	1525696	12492705	238244
North-Eastern Region (Guwahati)	18907	1300162	8247	76344	39663	12033	164	48074	64036	153053	107442	1015934	26560
Orissa (Bhubaneswar)	27064	3507283	11051	191773	115082	38615	425	126558	123990	456008	375143	2655972	24185
Punjab & Himachal Pradesh	59761	8948018	23823	596348	373367	51999	484	397674	483873	1117368	1019386	6578064	12462
Rajasthan	43036	6477566	31926	359675	263777	31368	499	296202	321839	888935	788055	4573578	4576
Tamil Nadu(Excluding Chennai)	64834	12147987	27407	628565	436188	124790	1021	464616	728817	1768124	1391415	8548370	25937
Telangana (Hyderabad)	49544	13003859	44395	777140	477597	58387	659	522651	434530	1355682	1293671	10232852	69880
Uttar Pradesh	74367	11306364	44208	836436	528114	66833	485	572807	467755	1342696	1190451	8635924	83991
WB, A&N Islands & Sikkim (Kolkata)	63935	9652115	32378	593995	337536	110751	1471	371385	373395	1176006	999671	7436404	94405
All India	1123584	238057543	902811	14769338	9802677	1341497	15317	10720805	10068599	28035813	25451515	179891646	1997515

Appendix-3(xii)

SUMMARY OF STATISTICAL ABSTRACT (2021-22)			
A. SERVICE AREA			
ALL CLAIMS			
			(In Lakhs.)
PROVIDENT FUND CLAIMS	FINAL SETTLEMENT	NET WORKLOAD	55.94
		CLAIMS SETTLED	53.61
		CLAIMS PENDING	2.33
	PARTIAL WITHDRAWAL	NET WORKLOAD	238.46
		CLAIMS SETTLED	234.54
		CLAIMS PENDING	3.92
	TRANSFER CASES	NET WORKLOAD	63.16
		CLAIMS SETTLED	60.95
		CLAIMS PENDING	2.21
	TOTAL	NET WORKLOAD	357.57
		CLAIMS SETTLED	349.10
		CLAIMS PENDING	8.46
PENSION CLAIMS	MONTHLY PENSION	NET WORKLOAD	3.48
		CLAIMS SETTLED	3.35
		CLAIMS PENDING	0.13
	OTHER THAN MONTHLY PENSION	NET WORKLOAD	39.74
		CLAIMS SETTLED	37.83
		CLAIMS PENDING	1.92
	TOTAL	NET WORKLOAD	43.22
		CLAIMS SETTLED	41.18
		CLAIMS PENDING	2.05
INSURANCE CLAIMS		NET WORKLOAD	0.70
		CLAIMS SETTLED	0.70
		CLAIMS PENDING	0.00
GRAND TOTAL		NET WORKLOAD	401.49
		CLAIMS SETTLED	390.97
		CLAIMS PENDING	10.51

ANNUAL STATEMENT OF ACCOUNTS (In lakhs)		
YEAR	UPDATED DURING THE YEAR	PENDING AT THE END OF YEAR
2021-22	11.24	19.98

ESTABLISHMENTS AND MEMBERS				
YEAR	ESTABLISHMENTS (In Lakhs)	MEMBERS (In lakhs)	YEAR ON YEAR GROWTH (%)	
			ESTABLISHMENTS	MEMBERS
2021-22	18.66	2,773.71	16.86	7.18

B. REVENUE STATEMENTS (2021-22)

CONTRIBUTION COLLECTED (During the year) (Rs. in cr.)	
Provident Fund	
Unexempted	169,855.05
Total	169,855.05
Pension Fund	
Employer's Share	49,719.98
Government's Share	7,806.20
Total	57,526.18
Insurance Fund	
Employer's Share	2,568.47
Total	2,568.47
Grand Total	229,949.70

PAYMENTS MADE (UNEXEMPTED) (During the year) (Rs. in cr.)	
Provident Fund	104,912.57
Pension Fund	21,304.60
Insurance Fund	2,025.32
Total	128,242.49

ADMINISTRATION ACCOUNT (EPF SCHEME) (Rs. in cr.)			
YEAR	INCOME	EXPENDITURE	BALANCE
2021-22	6464.99	4391.03	2073.97

C. COMPLIANCE ACTION

ASSESSMENTS DURING THE YEAR			
PARTICULARS	2021-22		
	UNDER SECTION 7A	UNDER SECTION 14B	Total
Workload	16849	59912	76761
Disposed	6797	40765	47562
Pending	10052	19147	29199

ARREARS TO BE RECOVERED (2021-22)				(Rs. in cr.)
TYPE OF DUES		Workload	Realised	Closing Balance
a.	Provident Fund	9745.27	1677.24	8068.03
b.	EPF Administration & Inspection Charges	622.32	87.82	534.50
c.	Pension Fund	4575.87	739.49	3836.38
d.	Insurance Fund	348.92	57.41	291.51
e.	EDLI Administration & Inspection Charges	14.02	2.24	11.79
f.	TOTAL (a to e)	15306.40	2564.20	12742.20
g.	Penal Damages and Interest	4865.86	763.48	4102.39
h.	Exempted Sector	2607.11	1146.86	1460.24
	GRAND TOTAL (f & h)	17913.51	3711.06	14202.44

D. MANPOWER

GROUP	STATUS	2021-22
GROUP A	Sanctioned	1467
	In-Position	798
	Shortfall	669
GROUP B	Sanctioned	7693
	In-Position	4175
	Shortfall	3518
GROUP C (including erstwhile Group D)	Sanctioned	14913
	In-Position	9511
	Shortfall	5402
TOTAL	Sanctioned	24073
	In-Position	14484
	Shortfall	9589

Appendix-4(i)

Assessed Arrears under EPF Scheme in Unexempted Sector as on 31.03.2022 (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)	153.63	11.57	165.20	27.06	1.30	28.36	126.57	10.27	136.84
Bengaluru (Bengaluru)	742.34	42.73	785.07	208.26	9.50	217.76	534.08	33.24	567.31
Bihar & Jharkhand (Patna)	169.41	12.10	181.51	65.66	3.97	69.63	103.75	8.14	111.89
Chennai & Puducherry (Chennai)	452.28	29.11	481.39	109.57	5.14	114.72	342.71	23.97	366.68
Delhi & Uttarkhand (Delhi)	910.14	49.60	959.73	61.04	2.85	63.89	849.09	46.75	895.84
Gujarat (Ahmedabad)	244.18	18.94	263.13	94.28	5.66	99.94	149.91	13.28	163.19
Haryana (Faridabad)	345.62	15.17	360.79	67.64	2.39	70.03	277.98	12.78	290.76
Jammu, Kashmir & Ladakh (DL & UK)	0.36	0.01	0.37	0.01	0.00	0.01	0.35	0.01	0.36
Karnataka (Other Than Bengaluru) & Goa (Hubli)	164.24	9.72	173.96	43.65	2.15	45.80	120.59	7.57	128.16
Kerala & Lakshadweep (Thiruvananthapuram)	361.16	27.13	388.29	59.21	3.27	62.49	301.95	23.85	325.80
Madhya Pradesh & Chattisgarh (Bhopal)	312.29	18.71	331.00	91.88	4.38	96.25	220.41	14.33	234.75
Maharashtra (Excluding Mumbai) (Pune)	947.64	46.42	994.06	145.26	8.69	153.95	802.38	37.73	840.12
Mumbai I (Bandra)	359.06	79.32	438.38	109.24	2.98	112.22	249.82	76.34	326.16
Mumbai II (Thane)	514.71	33.79	548.51	40.38	1.94	42.33	474.33	31.85	506.18
North-Eastern Region (Guwahati)	70.18	3.52	73.70	42.78	2.07	44.85	27.40	1.45	28.86
Odisha (Bhubaneswar)	468.38	34.68	503.06	32.59	2.00	34.59	435.79	32.67	468.47
Punjab & Himachal Pradesh (Chandigarh)	291.99	23.30	315.29	139.90	9.06	148.96	152.09	14.25	166.34
Rajasthan (Jaipur)	153.14	10.32	163.47	44.46	2.17	46.63	108.68	8.15	116.83
Tamil Nadu (Excluding Chennai) (Coimbatore)	322.85	22.61	345.46	83.92	5.39	89.31	238.93	17.22	256.15
Telangana (Hyderabad)	726.11	50.35	776.46	119.58	6.40	125.98	606.53	43.95	650.48
Uttar Pradesh (Kanpur)	1,674.68	54.26	1,728.95	52.87	4.29	57.16	1,621.82	49.97	1,671.79
West Bengal, A&N Islands & Sikkim (Kolkata)	360.86	28.95	389.81	37.99	2.22	40.21	322.86	26.73	349.60
All India	9,745.27	622.32	10,367.59	1,677.24	87.82	1,765.06	8,068.03	534.50	8,602.52

Appendix-4(ii)

Assessed Arrears under EPS in Unexempted Sector as on 31.03.2022 (Rs. in cr.)			
Zone	Workload	Collection made	Closing Balance
Andhra Pradesh (Vijaywada)	91.90	12.76	79.14
Bengaluru (Bengaluru)	399.96	98.19	301.77
Bihar & Jharkhand (Patna)	119.69	32.05	87.65
Chennai & Puducherry (Chennai)	243.43	45.79	197.64
Delhi & Uttarkhand (Delhi)	459.64	29.99	429.66
Gujarat (Ahmedabad)	128.36	41.79	86.57
Haryana (Faridabad)	185.33	34.69	150.64
Jammu, Kashmir & Ladakh (DL & UK)	0.19	0.00	0.19
Karnataka (Other Than Bengaluru) & Goa (Hubli)	78.49	22.14	56.35
Kerala & Lakshadweep (Thiruvananthapuram)	185.59	22.01	163.58
Madhya Pradesh & Chattisgarh (Bhopal)	173.89	41.47	132.42
Maharashtra (Excluding Mumbai) (Pune)	386.51	76.03	310.48
Mumbai I (Bandra)	111.91	9.25	102.66
Mumbai II (Thane)	201.79	15.58	186.21
North-Eastern Region (Guwahati)	28.49	15.04	13.45
Odisha (Bhubaneswar)	252.18	18.14	234.04
Punjab & Himachal Pradesh (Chandigarh)	147.58	66.96	80.61
Rajasthan (Jaipur)	72.27	17.70	54.58
Tamil Nadu (Excluding Chennai) (Coimbatore)	183.03	39.81	143.22
Telangana (Hyderabad)	393.36	55.76	337.60
Uttar Pradesh (Kanpur)	524.12	25.40	498.72
West Bengal, A&N Islands & Sikkim (Kolkata)	208.15	18.93	189.22
All India	4,575.87	739.49	3,836.38

Appendix-4(iii)

Assessed Arrears under EDLI Scheme in Unexempted Sector as on 31.03.2022 (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)	7.01	0.25	7.26	0.76	0.07	0.82	6.25	0.18	6.44
Bengaluru (Bengaluru)	22.27	0.38	22.65	5.59	0.09	5.67	16.69	0.29	16.98
Bihar & Jharkhand (Patna)	7.89	0.54	8.43	1.98	0.11	2.10	5.91	0.43	6.34
Chennai & Puducherry (Chennai)	21.24	1.46	22.70	2.20	0.13	2.33	19.04	1.33	20.37
Delhi & Uttarkhand (Delhi)	34.05	0.63	34.68	1.97	0.06	2.03	32.08	0.56	32.65
Gujarat (Ahmedabad)	11.25	0.42	11.67	5.32	0.13	5.45	5.94	0.28	6.22
Haryana (Faridabad)	13.62	0.36	13.99	2.51	0.05	2.56	11.11	0.31	11.43
Jammu, Kashmir & Ladakh (DL & UK)	0.01	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01
Karnataka (Other Than Bengaluru) & Goa (Hubli)	5.14	0.31	5.45	1.28	0.07	1.35	3.86	0.24	4.10
Kerala & Lakshadweep (Thiruvananthapuram)	11.05	0.42	11.47	2.19	0.07	2.26	8.86	0.36	9.21
Madhya Pradesh & Chattisgarh (Bhopal)	12.32	0.41	12.73	2.79	0.13	2.91	9.54	0.28	9.82
Maharashtra (Excluding Mumbai) (Pune)	37.52	2.87	40.39	5.73	0.28	6.02	31.79	2.59	34.37
Mumbai I (Bandra)	15.68	0.13	15.81	0.82	0.02	0.83	14.86	0.12	14.98
Mumbai II (Thane)	16.07	0.81	16.87	2.74	0.07	2.81	13.33	0.74	14.06
North-Eastern Region (Guwahati)	1.83	0.05	1.88	0.74	0.01	0.75	1.10	0.03	1.13
Odisha (Bhubaneswar)	15.90	0.31	16.21	1.04	0.05	1.09	14.86	0.26	15.12
Punjab & Himachal Pradesh (Chandigarh)	19.03	0.60	19.62	6.49	0.23	6.72	12.54	0.37	12.91
Rajasthan (Jaipur)	4.03	0.35	4.38	1.08	0.11	1.20	2.95	0.24	3.18
Tamil Nadu (Excluding Chennai) (Coimbatore)	11.99	0.86	12.85	2.56	0.27	2.83	9.44	0.59	10.02
Telangana (Hyderabad)	22.32	0.75	23.06	3.86	0.08	3.94	18.46	0.67	19.13
Uttar Pradesh (Kanpur)	39.50	1.35	40.85	4.46	0.12	4.58	35.04	1.23	36.27
West Bengal, A&N Islands & Sikkim (Kolkata)	19.20	0.79	19.98	1.32	0.09	1.41	17.87	0.70	18.57
All India	348.92	14.02	362.94	57.41	2.24	59.65	291.51	11.79	303.30

Appendix-4(iv)

Breakup of Arrears in Public, Private and Cooperative Sector (Unexempted) as on 31.03.2022 (All Three Schemes) (Rs. in cr.)				
Zone	Public Sector	Private Sector	Cooperative Sector	Total Demand
Andhra Pradesh (Vijaywada)	42.57	178.93	0.92	222.41
Bengaluru (Bengaluru)	159.61	726.46	0.00	886.06
Bihar & Jharkhand (Patna)	43.45	161.57	0.86	205.87
Chennai & Puducherry (Chennai)	81.81	467.89	34.99	584.69
Delhi & Uttarkhand (Delhi)	58.75	1,299.40	0.00	1,358.15
Gujarat (Ahmedabad)	13.21	207.08	35.69	255.97
Haryana (Faridabad)	1.65	451.14	0.03	452.82
Jammu, Kashmir & Ladakh (DL & UK)	0.00	0.56	0.00	0.56
Karnataka (Other Than Bengaluru) & Goa (Hubli)	26.72	160.27	1.63	188.61
Kerala & Lakshadweep (Thiruvananthapuram)	158.49	263.92	76.18	498.59
Madhya Pradesh & Chattisgarh (Bhopal)	137.86	237.79	1.33	376.98
Maharashtra (Excluding Mumbai) (Pune)	47.31	945.44	192.22	1,184.97
Mumbai I (Bandra)	121.04	322.75	0.00	443.79
Mumbai II (Thane)	0.79	705.67	0.00	706.46
North-Eastern Region (Guwahati)	25.91	16.22	1.30	43.43
Odisha (Bhubaneswar)	584.21	97.36	36.06	717.63
Punjab & Himachal Pradesh (Chandigarh)	57.67	201.52	0.66	259.86
Rajasthan (Jaipur)	16.59	157.58	0.43	174.59
Tamil Nadu (Excluding Chennai) (Coimbatore)	48.07	339.17	22.16	409.40
Telangana (Hyderabad)	7.69	998.58	0.93	1,007.20
Uttar Pradesh (Kanpur)	166.83	2,026.16	13.79	2,206.77
West Bengal, A&N Islands & Sikkim (Kolkata)	43.00	513.86	0.53	557.39
All India	1,843.22	10,479.31	419.68	12,742.20

Appendix-4(v)

Summary of Defaulting Unexempted Establishments with dues of Rs. 50 lakhs and above as on 31.03.2022		
Zone	No. of Defaulting Establishments	Amount of default (Rs. in cr.)
Andhra Pradesh (Vijaywada)	49	88.41
Bengaluru (Bengaluru)	168	737.51
Bihar & Jharkhand (Patna)	20	29.22
Chennai & Puducherry (Chennai)	194	377.69
Delhi & Uttarkhand (Delhi)	211	1,082.85
Gujarat (Ahmedabad)	64	133.39
Haryana (Faridabad)	60	203.82
Jammu, Kashmir & Ladakh (DL & UK)	1	0.56
Karnataka (Other Than Bengaluru) & Goa (Hubli)	43	83.07
Kerala & Lakshadweep (Thiruvananthapuram)	134	283.40
Madhya Pradesh & Chattisgarh (Bhopal)	66	176.94
Maharashtra (Excluding Mumbai) (Pune)	332	868.73
Mumbai I (Bandra)	40	162.24
Mumbai II (Thane)	86	217.43
North-Eastern Region (Guwahati)	10	19.23
Odisha (Bhubaneswar)	43	595.87
Punjab & Himachal Pradesh (Chandigarh)	77	177.79
Rajasthan (Jaipur)	43	114.49
Tamil Nadu (Excluding Chennai) (Coimbatore)	132	206.86
Telangana (Hyderabad)	165	816.94
Uttar Pradesh (Kanpur)	122	1,524.32
West Bengal, A&N Islands & Sikkim (Kolkata)	121	256.54
All India	2,181	8,157.30

Appendix-4(vi)

Summary of Defaulting Exempted Establishments with dues of Rs. 50 lakhs and above as on 31.03.2022		
Zone	No. of Defaulting Establishments	Amount of default (Rs. in cr.)
Andhra Pradesh (Vijaywada)	3	9.94
Bengaluru (Bengaluru)	5	76.91
Bihar & Jharkhand (Patna)	2	120.33
Chennai & Puducherry (Chennai)	6	18.26
Delhi & Uttarkhand (Delhi)	9	231.23
Gujarat (Ahmedabad)	5	5.76
Haryana (Faridabad)	5	15.75
Jammu, Kashmir & Ladakh (DL & UK)	0	0.00
Karnataka (Other Than Bengaluru) & Goa (Hubli)	0	0.00
Kerala & Lakshadweep (Thiruvananthapuram)	3	4.32
Madhya Pradesh & Chattisgarh (Bhopal)	6	16.47
Maharashtra (Excluding Mumbai) (Pune)	6	18.98
Mumbai I (Bandra)	2	14.43
Mumbai II (Thane)	5	9.86
North-Eastern Region (Guwahati)	1	9.50
Odisha (Bhubaneswar)	1	8.76
Punjab & Himachal Pradesh (Chandigarh)	2	1.59
Rajasthan (Jaipur)	3	5.09
Tamil Nadu (Excluding Chennai) (Coimbatore)	1	0.51
Telangana (Hyderabad)	12	569.80
Uttar Pradesh (Kanpur)	8	10.46
West Bengal, A&N Islands & Sikkim (Kolkata)	19	58.45
All India	104	1,206.38

Appendix-4(vii)

Initiation and disposal of Assessment Cases under Section 7A of the Act during 2021-22						
Zone	Cases for disposal as on 01.04.2021	Cases initiated during the year	Total Workload	Cases disposed by issue of final orders	Disposal in terms of %	Cases pending as on 31.03.2022
Andhra Pradesh (Vijaywada)	100	183	283	93	32.86	190
Bengaluru (Bengaluru)	297	186	483	251	51.97	232
Bihar & Jharkhand (Patna)	769	92	861	468	54.36	393
Chennai & Puducherry (Chennai)	1,440	433	1,873	670	35.77	1,203
Delhi & Uttarkhand (Delhi)	783	238	1,021	351	34.38	670
Gujarat (Ahmedabad)	703	144	847	392	46.28	455
Haryana (Faridabad)	429	163	592	218	36.82	374
Jammu, Kashmir & Ladakh (DL & UK)	0	2	2	2	100.00	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	308	76	384	208	54.17	176
Kerala & Lakshadweep (Thiruvananthapuram)	228	241	469	289	61.62	180
Madhya Pradesh & Chattisgarh (Bhopal)	732	154	886	410	46.28	476
Maharashtra (Excluding Mumbai) (Pune)	1,331	417	1,748	703	40.22	1,045
Mumbai I (Bandra)	262	10	272	81	29.78	191
Mumbai II (Thane)	424	58	482	121	25.10	361
North-Eastern Region (Guwahati)	32	79	111	53	47.75	58
Odisha (Bhubaneswar)	136	80	216	94	43.52	122
Punjab & Himachal Pradesh (Chandigarh)	1,277	349	1,626	680	41.82	946
Rajasthan (Jaipur)	299	42	341	165	48.39	176
Tamil Nadu (Excluding Chennai) (Coimbatore)	883	412	1,295	600	46.33	695
Telangana (Hyderabad)	286	242	528	231	43.75	297
Uttar Pradesh (Kanpur)	1,628	90	1,718	482	28.06	1,236
West Bengal, A&N Islands & Sikkim (Kolkata)	623	188	811	235	28.98	576
All India	12,970	3,879	16,849	6,797	40.34	10,052

Appendix-4(viii)

Periodicity of Pending 7A Cases		
Periodicity	As on 31.03.2022	As on 31.03.2021
Less than Six Months	2267	5,462
Six Months to One Year	846	3,297
One Year to Three Years	4557	3,794
Over Three Years	2382	2,491
Total	10052	15,044

Appendix-4(ix)

Levy of Interest u/s 7Q in respect of all three Schemes (Unexempted) as on 31.03.2022 (Rs. in cr.)				
Zone	Total Workload	Collection made during the year	% of Collection made	Closing Balance as on 31.03.2022
Andhra Pradesh (Vijaywada)	31.84	8.51	26.72	23.33
Bengaluru (Bengaluru)	152.48	91.80	60.20	60.68
Bihar & Jharkhand (Patna)	59.64	18.55	31.10	41.10
Chennai & Puducherry (Chennai)	79.38	17.36	21.87	62.02
Delhi & Uttarkhand (Delhi)	149.62	14.94	9.99	134.68
Gujarat (Ahmedabad)	44.95	12.85	28.59	32.10
Haryana (Faridabad)	75.65	16.67	22.04	58.97
Jammu, Kashmir & Ladakh (DL & UK)	0.09	0.00	0.00	0.09
Karnataka (Other Than Bengaluru) & Goa (Hubli)	36.38	10.67	29.34	25.71
Kerala & Lakshadweep (Thiruvananthapuram)	58.84	15.44	26.24	43.40
Madhya Pradesh & Chattisgarh (Bhopal)	68.54	16.19	23.62	52.35
Maharashtra (Excluding Mumbai) (Pune)	163.47	32.27	19.74	131.20
Mumbai I (Bandra)	57.72	4.21	7.29	53.51
Mumbai II (Thane)	123.55	12.56	10.17	110.98
North-Eastern Region (Guwahati)	8.25	2.11	25.55	6.14
Odisha (Bhubaneswar)	333.46	14.70	4.41	318.77
Punjab & Himachal Pradesh (Chandigarh)	41.47	9.48	22.86	31.99
Rajasthan (Jaipur)	27.52	8.76	31.84	18.76
Tamil Nadu (Excluding Chennai) (Coimbatore)	57.33	18.39	32.08	38.94
Telangana (Hyderabad)	74.97	20.77	27.70	54.20
Uttar Pradesh (Kanpur)	95.71	10.86	11.34	84.86
West Bengal, A&N Islands & Sikkim (Kolkata)	85.93	8.79	10.23	77.14
All India	1,826.77	365.87	20.03	1,460.90

Appendix-4(x)

Cases of Levy of Damages u/s 14B (Unexempted) 2021-22				
Zone	Total Workload	Cases disposed by issue of final orders	Disposal in terms of %	Cases pending as on 31.03.2022
Andhra Pradesh (Vijaywada)	1,265	893	70.59	372
Bengaluru (Bengaluru)	1,265	912	72.09	353
Bihar & Jharkhand (Patna)	7,560	7,068	93.49	492
Chennai & Puducherry (Chennai)	5,514	4,679	84.86	835
Delhi & Uttarkhand (Delhi)	5,098	2,659	52.16	2,439
Gujarat (Ahmedabad)	3,775	2,789	73.88	986
Haryana (Faridabad)	1,721	1,079	62.70	642
Jammu, Kashmir & Ladakh (DL & UK)	2	0	0.00	2
Karnataka (Other Than Bengaluru) & Goa (Hubli)	1,969	1,507	76.54	462
Kerala & Lakshadweep (Thiruvananthapuram)	2,948	2,041	69.23	907
Madhya Pradesh & Chattisgarh (Bhopal)	2,578	1,541	59.78	1,037
Maharashtra (Excluding Mumbai) (Pune)	5,127	2,024	39.48	3,103
Mumbai I (Bandra)	941	490	52.07	451
Mumbai II (Thane)	1,577	595	37.73	982
North-Eastern Region (Guwahati)	753	431	57.24	322
Odisha (Bhubaneswar)	2,024	935	46.20	1,089
Punjab & Himachal Pradesh (Chandigarh)	4,661	3,075	65.97	1,586
Rajasthan (Jaipur)	1,239	1,096	88.46	143
Tamil Nadu (Excluding Chennai) (Coimbatore)	3,960	3,121	78.81	839
Telangana (Hyderabad)	1,881	1,203	63.96	678
Uttar Pradesh (Kanpur)	2,301	1,634	71.01	667
West Bengal, A&N Islands & Sikkim (Kolkata)	1,753	993	56.65	760
All India	59,912	40,765	68.04	19,147

Appendix-4(xi)

Levy of damages u/s 14B in respect of all three Schemes (Unexempted) as on 31.03.2022 (Rs. in cr.)				
Zone	Total Workload	Collection made during the year	% of Collection made	Closing Balance as on 31.03.2022
Andhra Pradesh (Vijaywada)	83.27	12.30	14.77	70.97
Bengaluru (Bengaluru)	373.47	26.80	7.18	346.67
Bihar & Jharkhand (Patna)	93.17	22.58	24.24	70.59
Chennai & Puducherry (Chennai)	188.13	21.91	11.65	166.22
Delhi & Uttarkhand (Delhi)	209.85	16.69	7.95	193.16
Gujarat (Ahmedabad)	93.64	17.85	19.06	75.79
Haryana (Faridabad)	138.14	21.39	15.49	116.74
Jammu, Kashmir & Ladakh (DL & UK)	0.20	0.00	0.00	0.20
Karnataka (Other Than Bengaluru) & Goa (Hubli)	78.14	16.22	20.76	61.92
Kerala & Lakshadweep (Thiruvananthapuram)	157.97	15.18	9.61	142.79
Madhya Pradesh & Chattisgarh (Bhopal)	114.10	39.27	34.42	74.83
Maharashtra (Excluding Mumbai) (Pune)	303.49	43.63	14.37	259.86
Mumbai I (Bandra)	125.38	4.53	3.62	120.85
Mumbai II (Thane)	152.86	14.81	9.69	138.05
North-Eastern Region (Guwahati)	14.55	2.51	17.26	12.04
Odisha (Bhubaneswar)	72.11	21.17	29.36	50.94
Punjab & Himachal Pradesh (Chandigarh)	66.14	13.42	20.30	52.72
Rajasthan (Jaipur)	62.54	10.72	17.14	51.82
Tamil Nadu (Excluding Chennai) (Coimbatore)	168.53	21.40	12.70	147.14
Telangana (Hyderabad)	182.64	31.48	17.23	151.17
Uttar Pradesh (Kanpur)	163.10	12.92	7.92	150.18
West Bengal, A&N Islands & Sikkim (Kolkata)	197.68	10.83	5.48	186.85
All India	3,039.10	397.61	13.08	2,641.49

Appendix-4(xii)

Status of Attachment/Sale of Property/Arrest of Defaulters - Unexempted as on 31.03.2022		
Type of Coercive Action	No. of Cases	Amount Recovered (in Rs. lakhs)
Bank Accounts Attached	18,836	43,781.34
Movable Property Attached	22	0.00
Immovable Property Attached	109	1,429.75
Arrest of Defaulters	68	80.80
Public Auctions of Movable Property	0	0.00
Public Auctions of Immovable Property	1	132.00
Total	19,036	45,423.89

Appendix-4(xiii)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2022 (EPF Scheme)								
Zone	Workload	Cases Decided						Total Pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	0	0	0	0	0	0	0	0
Bengaluru (Bengaluru)	185	0	0	36	0	0	36	149
Bihar & Jharkhand (Patna)	327	0	0	0	0	0	0	327
Chennai & Puducherry (Chennai)	487	3	51	0	0	0	54	433
Delhi & Uttarkhand (Delhi)	133	2	1	0	0	0	3	130
Gujarat (Ahmedabad)	1,359	33	8	239	0	0	280	1,079
Haryana (Faridabad)	346	0	0	80	0	0	80	266
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	573	0	12	22	0	0	34	539
Kerala & Lakshadweep (Thiruvananthapuram)	675	112	0	26	0	0	138	537
Madhya Pradesh & Chattisgarh (Bhopal)	281	10	0	0	0	1	11	270
Maharashtra (Excluding Mumbai) (Pune)	782	3	0	255	0	0	258	524
Mumbai I (Bandra)	330	0	0	0	0	0	0	330
Mumbai II (Thane)	138	0	0	25	0	0	25	113
North-Eastern Region (Guwahati)	664	0	0	0	0	0	0	664
Odisha (Bhubaneswar)	1,258	0	0	0	0	0	0	1,258
Punjab & Himachal Pradesh (Chandigarh)	137	14	0	0	0	0	14	123
Rajasthan (Jaipur)	29	0	0	0	0	0	0	29
Tamil Nadu (Excluding Chennai) (Coimbatore)	857	39	0	2	0	0	41	816
Telangana (Hyderabad)	542	0	378	10	0	0	388	154
Uttar Pradesh (Kanpur)	368	0	0	0	0	0	0	368
West Bengal, A&N Islands & Sikkim (Kolkata)	2,991	0	0	0	0	0	0	2,991
All India	12,462	216	450	695	0	1	1,362	11,100

Appendix-4(xiv)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2022 (Pension Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	0	0	0	0	0	0	0	0
Bengaluru (Bengaluru)	173	0	0	26	0	0	26	147
Bihar & Jharkhand (Patna)	39	0	0	0	0	0	0	39
Chennai & Puducherry (Chennai)	438	1	52	0	0	0	53	385
Delhi & Uttarkhand (Delhi)	71	2	1	0	0	0	3	68
Gujarat (Ahmedabad)	518	33	8	174	0	0	215	303
Haryana (Faridabad)	321	0	0	80	0	0	80	241
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	324	0	11	22	0	0	33	291
Kerala & Lakshadweep (Thiruvananthapuram)	330	31	0	22	0	0	53	277
Madhya Pradesh & Chattisgarh (Bhopal)	249	7	0	0	0	0	7	242
Maharashtra (Excluding Mumbai) (Pune)	451	3	0	82	0	0	85	366
Mumbai I (Bandra)	149	0	0	0	0	0	0	149
Mumbai II (Thane)	116	0	0	21	0	0	21	95
North-Eastern Region (Guwahati)	490	0	0	0	0	0	0	490
Odisha (Bhubaneswar)	684	0	0	0	0	0	0	684
Punjab & Himachal Pradesh (Chandigarh)	74	7	0	0	0	0	7	67
Rajasthan (Jaipur)	23	0	0	0	0	20	20	3
Tamil Nadu (Excluding Chennai) (Coimbatore)	394	35	0	2	0	0	37	357
Telangana (Hyderabad)	517	9	374	10	0	0	393	124
Uttar Pradesh (Kanpur)	38	0	0	0	0	0	0	38
West Bengal, A&N Islands & Sikkim (Kolkata)	1,912	0	0	0	0	0	0	1,912
All India	7,311	128	446	439	0	20	1,033	6,278

Appendix-4(xv)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2022 (EDLI Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	0	0	0	0	0	0	0	0
Bengaluru (Bengaluru)	142	0	0	29	0	0	29	113
Bihar & Jharkhand (Patna)	0	0	0	0	0	0	0	0
Chennai & Puducherry (Chennai)	455	0	41	0	0	0	41	414
Delhi & Uttarkhand (Delhi)	132	2	1	0	0	0	3	129
Gujarat (Ahmedabad)	512	33	8	186	0	0	227	285
Haryana (Faridabad)	311	0	0	80	0	0	80	231
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	318	0	11	22	0	0	33	285
Kerala & Lakshadweep (Thiruvananthapuram)	275	18	0	13	0	0	31	244
Madhya Pradesh & Chattisgarh (Bhopal)	249	7	0	0	0	0	7	242
Maharashtra (Excluding Mumbai) (Pune)	382	3	0	82	0	0	85	297
Mumbai I (Bandra)	170	0	0	0	0	0	0	170
Mumbai II (Thane)	108	0	0	23	0	0	23	85
North-Eastern Region (Guwahati)	582	0	0	0	0	0	0	582
Odisha (Bhubaneswar)	824	0	0	0	0	0	0	824
Punjab & Himachal Pradesh (Chandigarh)	92	11	0	0	0	0	11	81
Rajasthan (Jaipur)	3	0	0	0	0	0	0	3
Tamil Nadu (Excluding Chennai) (Coimbatore)	321	35	0	2	0	0	37	284
Telangana (Hyderabad)	496	0	374	10	0	0	384	112
Uttar Pradesh (Kanpur)	38	0	0	0	0	0	0	38
West Bengal, A&N Islands & Sikkim (Kolkata)	1,833	0	0	0	0	0	0	1,833
All India	7,243	109	435	447	0	0	991	6,252

Appendix-4(xvi)

Cases before the Police Authorities under Section 406/409 of IPC (Unexempted) as on 31.03.2022				
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)	0	0	0	0
Bengaluru (Bengaluru)	146	0	0	146
Bihar & Jharkhand (Patna)	42	0	0	42
Chennai & Puducherry (Chennai)	1,372	0	0	1,372
Delhi & Uttarkhand (Delhi)	57	0	0	57
Gujarat (Ahmedabad)	35	0	1	34
Haryana (Faridabad)	9	0	0	9
Jammu, Kashmir & Ladakh (DL & UK)	1	0	0	1
Karnataka (Other Than Bengaluru) & Goa (Hubli)	181	5	0	176
Kerala & Lakshadweep (Thiruvananthapuram)	351	0	0	351
Madhya Pradesh & Chattisgarh (Bhopal)	2	1	0	1
Maharashtra (Excluding Mumbai) (Pune)	87	0	0	87
Mumbai I (Bandra)	124	0	0	124
Mumbai II (Thane)	40	0	0	40
North-Eastern Region (Guwahati)	2	0	0	2
Odisha (Bhubaneswar)	112	0	0	112
Punjab & Himachal Pradesh (Chandigarh)	47	0	0	47
Rajasthan (Jaipur)	20	0	0	20
Tamil Nadu (Excluding Chennai) (Coimbatore)	451	0	0	451
Telangana (Hyderabad)	93	0	0	93
Uttar Pradesh (Kanpur)	16	0	13	3
West Bengal, A&N Islands & Sikkim (Kolkata)	979	0	0	979
All India	4,167	6	14	4,147

Appendix-4(xvii)

Cases before various Courts under Section 406/409 of IPC (Unexempted) as on 31.03.2022						
Zone	Workload	Cases disposed during the year				Total pendency in Courts
		Convicted	Acquitted	Dismissed / Discharged	Total Cases Decided	
Andhra Pradesh (Vijaywada)	64	0	0	0	0	64
Bengaluru (Bengaluru)	29	0	0	0	0	29
Bihar & Jharkhand (Patna)	31	0	0	0	0	31
Chennai & Puducherry (Chennai)	0	0	0	0	0	0
Delhi & Uttarkhand (Delhi)	4	0	0	0	0	4
Gujarat (Ahmedabad)	173	2	3	0	5	168
Haryana (Faridabad)	0	0	0	0	0	0
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	48	0	0	0	0	48
Kerala & Lakshadweep (Thiruvananthapuram)	11	0	0	0	0	11
Madhya Pradesh & Chattisgarh (Bhopal)	3	0	0	0	0	3
Maharashtra (Excluding Mumbai) (Pune)	46	0	0	0	0	46
Mumbai I (Bandra)	0	0	0	0	0	0
Mumbai II (Thane)	46	0	0	0	0	46
North-Eastern Region (Guwahati)	1	0	0	0	0	1
Odisha (Bhubaneswar)	49	0	0	0	0	49
Punjab & Himachal Pradesh (Chandigarh)	6	0	0	0	0	6
Rajasthan (Jaipur)	59	0	0	0	0	59
Tamil Nadu (Excluding Chennai) (Coimbatore)	0	0	0	0	0	0
Telangana (Hyderabad)	14	0	0	0	0	14
Uttar Pradesh (Kanpur)	0	0	0	0	0	0
West Bengal, A&N Islands & Sikkim (Kolkata)	143	1	0	0	1	142
All India	727	3	3	0	6	721

Appendix-4(xviii)

Total Arrears in Exempted Sector as on 31.03.2022 (Rs. in cr.)			
Zone	Workload	Realised during the year	Closing Balance
Andhra Pradesh (Vijaywada)	15.04	4.45	10.59
Bengaluru (Bengaluru)	88.48	9.95	78.53
Bihar & Jharkhand (Patna)	126.39	1.18	125.21
Chennai & Puducherry (Chennai)	19.59	0.04	19.55
Delhi & Uttarkhand (Delhi)	234.93	0.51	234.42
Gujarat (Ahmedabad)	19.77	0.02	19.75
Haryana (Faridabad)	16.61	0.48	16.13
Jammu, Kashmir & Ladakh (DL & UK)	0.00	0.00	0.00
Karnataka (Other Than Bengaluru) & Goa (Hubli)	1.02	0.76	0.26
Kerala & Lakshadweep (Thiruvananthapuram)	8.81	3.23	5.58
Madhya Pradesh & Chattisgarh (Bhopal)	23.85	6.08	17.77
Maharashtra (Excluding Mumbai) (Pune)	91.62	70.57	21.05
Mumbai I (Bandra)	15.47	0.28	15.19
Mumbai II (Thane)	21.60	2.48	19.11
North-Eastern Region (Guwahati)	9.50	0.00	9.50
Odisha (Bhubaneswar)	14.33	0.49	13.84
Punjab & Himachal Pradesh (Chandigarh)	1.94	0.00	1.94
Rajasthan (Jaipur)	116.34	0.23	116.12
Tamil Nadu (Excluding Chennai) (Coimbatore)	2.56	1.29	1.27
Telangana (Hyderabad)	1,578.28	1,007.87	570.41
Uttar Pradesh (Kanpur)	21.61	2.76	18.85
West Bengal, A&N Islands & Sikkim (Kolkata)	179.36	34.20	145.16
All India	2,607.11	1,146.86	1,460.24

Appendix-4(xix)

STATES WITH MAJOR PORTION OF ARREARS IN EXEMPTED SECTORS AS ON 31.03.2022 (Rs. in cr.)				
State	Workload	Realised during the year	Closing Balance	Percentage of Total
Telangana	1578.28	1007.87	570.41	39.06
Delhi	213.96	0.25	213.71	14.63
West Bengal & Sikkim	179.36	34.20	145.16	9.94
Jharkhand	122.91	0.24	122.67	8.40
Rajasthan	116.34	0.23	116.12	7.95
Sub-Total	2210.86	1042.79	1168.07	79.99
Rest of the States	396.25	104.07	292.18	20.01
All India (Total Arrears)	2607.11	1146.86	1460.24	100.00

Appendix-5(i)

Contribution and Payment of all three Schemes* (2021-22) (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)	2,898.93	2,855.35	1,163.31	738.67	66.37	92.73	4,128.61	3,686.75
TELANGANA (HYDERABAD)	11,024.32	6,561.52	2,973.07	990.82	141.36	105.23	14,138.75	7,657.57
BENGALURU	31,170.13	11,365.31	5,631.88	1,261.97	246.19	103.08	37,048.20	12,730.36
KARNATAKA & GOA (HUBLI)	2,271.47	2,739.71	1,285.70	887.59	70.24	79.59	3,627.40	3,706.89
BIHAR & JHARKHAND (PATNA)	3,050.60	1,736.49	1,510.23	748.82	89.74	44.54	4,650.57	2,529.85
CHENNAI & PUDUCHERRY (CHENNAI)	11,425.92	7,716.10	3,408.76	1,050.10	152.54	80.09	14,987.22	8,846.29
TAMIL NADU (COIMBATORE)	3,635.76	3,973.42	1,683.60	1,240.37	90.45	79.69	5,409.81	5,293.47
DELHI & UTTARAKHAND (DELHI)	16,515.34	8,167.58	4,002.03	1,237.06	204.04	132.47	20,721.41	9,537.12
GUJARAT (AHMEDABAD)	7,297.52	5,385.49	3,101.95	1,481.89	176.20	186.90	10,575.67	7,054.28
HARYANA (FARIDABAD)	9,166.15	5,113.39	2,712.70	843.17	144.91	72.98	12,023.76	6,029.54
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	3,009.00	3,014.33	1,184.55	1,087.35	60.18	29.32	4,253.73	4,131.00
MP & CHH (BHOPAL)	3,549.42	3,377.84	1,459.98	970.59	82.59	134.17	5,091.99	4,482.60
MUMBAI-1 (BANDRA)	14,634.01	6,879.18	4,181.96	753.53	165.50	87.03	18,981.46	7,719.74
MUMBAI-2 (THANE)	11,074.49	6,856.14	3,493.22	1,174.73	183.43	89.82	14,751.14	8,120.68
MAHARASHTRA (PUNE)	16,708.58	11,718.58	3,789.41	1,965.66	220.92	233.36	20,718.91	13,917.60
NER (GUWAHATI)	922.22	867.14	377.11	238.02	21.68	17.94	1,321.00	1,123.10
ODISHA (BHUBANESHWAR)	1,749.79	1,686.94	739.76	506.58	41.77	37.22	2,531.32	2,230.74
PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	3,621.62	3,357.44	1,402.66	795.07	83.95	72.95	5,108.23	4,225.45
RAJASTHAN (JAIPUR)	2,856.86	2,193.42	1,085.43	559.97	58.87	53.51	4,001.16	2,806.89
UTTAR PRADESH (KANPUR)	5,832.31	4,411.43	2,312.78	1,342.75	132.50	135.93	8,277.59	5,890.12
WB, A&N ISLANDS & SIKKIM (KOLKATA)	5,947.51	4,458.61	2,103.16	1,423.95	126.28	155.22	8,176.95	6,037.78
JAMMU & KASHMIR (DL & UK)	1,493.12	477.17	116.75	5.93	8.74	1.56	1,618.61	484.66
TOTAL	1,69,855.05	1,04,912.57	49,719.98	21,304.60	2,568.47	2,025.32	2,22,143.50	1,28,242.49

* Unaudited

Appendix – 5(ii)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EPF (EMPLOYEES' PROVIDENT FUND) A/C 05 - HOLDING AS ON 31.03.2022 (in crores)												
Category / Coupon	LESS THAN 6	6 to 6.5	6.5 to 7	7- to 7.5	7.5 to 8	8 to 8.5	8.5 to 9.0	9.5 to 10	9 to 9.5	10 to 11	11 to 12	Grand Total
CTG	1,104.87	1,721.54	59,879.32	24,746.29	26,196.41	72,144.46	7,379.37	0	4,697.82	917.78	0	1,98,787.86
PSU	17,551.64	3,112.30	21,838.00	42,624.00	41,411.50	30,147.58	27,963.64	5,732.05	11,622.47	22.83	0	2,02,026.01
PVT	0.17	0	221.73	9,560.00	8,906.13	10,472.10	14,010.90	435.81	11,756.83	782.03	0	56,145.70
SDL	0	2,375.84	84,025.50	1,50,857.39	36,578.09	1,47,875.08	29,630.27	5,046.37	13,304.40	269.77	0	4,69,962.70
SDS	0	0	0	0	0	367.23	52,916.11	0	0	0	0	53,283.35
STG	0.47	0	0	2,950.00	0.67	1,116.00	5,076.81	6.87	1,587.23	2.51	0.01	10,740.57
Grand Total	18,657.15	7,209.67	1,65,964.54	2,30,737.67	1,13,092.81	2,62,122.46	1,36,977.10	11,221.09	42,968.76	1,994.91	0.01	9,90,946.18

Appendix – 5(iii)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EPS (EMPLOYEES' PENSION FUND) A/C 11 - HOLDING AS ON 31.03.2022(in crores)												
Category\ Coupon	LESS THAN 6	6 to 6.5	6.5 to 7	7- to 7.5	7.5 to 8	8.5 to 9.0	8 to 8.5	9 to 9.5	9.5 to 10	10 to 11	11 to 12	Grand Total
CTG	122.92	1,325.77	30,056.90	11,535.41	15,019.49	2,758.26	32,607.84	2,903.52	0	1,681.62	0.00	98,011.72
PSU	4,784.77	509.7	9,460.80	20,848.20	18,967.90	12,970.66	13,780.01	3,820.20	1,444.79	5.00	0.00	86,592.02
PVT	0	0	66.75	4,865.00	3,569.50	6,496.04	4,712.90	5,132.94	54.30	218.00	0.00	25,115.42
SDL	0	1,241.89	41,282.68	59,311.91	15,362.58	17,401.08	63,691.55	5,116.90	3,051.75	182.78	0.00	2,06,643.12
SDS	0	0	0	0	0	1,400.52	0	0	0	0.00	0.00	1,400.52
STG	0	0	0	1,500.00	0	1,916.90	1,222.50	380.7	0	0.00	0.00	5,020.10
Grand Total	4,907.69	3,077.36	80,867.13	98,060.52	52,919.48	42,943.46	1,16,014.80	17,354.25	4,550.83	2,087.40	0.00	4,22,782.91

Appendix – 5(iv)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EDLI (EMPLOYEES' DEPOSIT LINKED INSURANCE FUND) A/C 25 - HOLDING AS ON 31.03.2022(in crores)												
Category/ Coupon	LESS THAN 6	6 to 6.5	6.5 to 7	7- to 7.5	7.5 to 8	8.5 to 9.0	8 to 8.5	9 to 9.5	9.5 to 10	10 to 11	11 to 12	Grand Total
CTG	5.12	42.50	571.72	595.05	465.92	175.82	1,770.40	121.05	0.00	61.89	0.00	3,809.48
PSU	152.08	0.00	551.70	1,246.00	1,017.60	679.6	949.19	224.70	145.10	0.00	0.00	4,965.96
PVT	0.00	0.00	3.49	0.00	210.00	294.48	218	260.19	2.70	0.00	0.00	988.85
SDL	0.00	0.00	2,118.37	3,489.06	1,295.49	1,031.65	3,102.07	291.23	201.50	12.19	0.00	11,541.55
SDS	0.00	0.00	0.00	0.00	0.00	2.50	0.00	0.00	0.00	0.00	0.00	2.50
STG	0.00	0.00	0.00	25.00	0.00	120.5	85.00	0.00	0.00	0.00	0.00	230.50
Grand Total	157.20	42.50	3,245.28	5,355.10	2,989.01	2,304.55	6,124.66	897.16	349.29	74.08	0.00	21,538.85

Appendix – 5(v)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - A/C 08 SPF - HOLDING AS ON 31.03.2022(in crores)												
Category/ Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8.5-9	8-8.5	9-9.5	9.5-10	10 to 11	11 to 12	Grand Total
CTG	7.65	11.37	70.44	48.08	77.34	15.67	186	44.04	0	8.34	0	468.93
PSU	3.67	0	11	180.7	67.2	69.29	67.4	33.69	10.1	0	0	443.05
PVT	0	0	0	0	16.2	23.97	22	28.68	0.45	0	0	91.3
SDL	0	0	130.5	310.69	83.85	88.59	282.82	31.96	22.68	1.82	0	952.9
SDS	0	0	0	0	0	83.33	0	0	0	0	0	83.33
STG	0	0	0	0	0	12.5	3.5	0	0	0	0	16
Grand Total	11.32	11.37	211.94	539.47	244.59	293.35	561.71	138.37	33.23	10.16	0	2,055.51

Appendix – 5(vi)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - A/C 09 PNG - HOLDING AS ON 31.03.2022(in crores)												
Category/ Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8.5-9	8-8.5	9-9.5	9.5-10	10 to 11	11 to 12	Grand Total
CTG	9.45	20.51	452.28	349.52	262.84	33.89	422.59	29.35	0	15.88	0	1,596.30
PSU	129.35	0	199	1,383.20	652.4	290.47	461.83	49.49	30	0	0	3,195.73
PVT	0	0	0	0	177	139.6	132	62.63	1.44	0	0	512.67
SDL	0	0	1,442.50	2,575.88	823.71	596.41	1,938.34	36.51	28.58	3.89	0	7,445.81
SDS	0	0	0	0	0	91.79	0	0	0	0	0	91.79
STG	0	0	0	25	0	20.4	12.5	0	0	0	0	57.9
Grand Total	138.8	20.51	2,093.78	4,333.59	1,915.95	1,172.56	2,967.26	177.97	60.02	19.77	0	12,900.20

Appendix – 5(vii)

Rate of Interest on EPF balances 1952 onwards			
Year	Rate of Interest	Year	Rate of Interest
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%	2019-20	8.50%
1986-87	11%	2020-21	8.50%
		2021-22	8.10%
*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(viii)

Productivity Linked Bonus 2020-21 (Unaudited) *		
Sl. No.	Zone	PLB
1	ANDHRA PRADESH (VIJAYWADA)	74,72,896.00
2	TELANGANA (HYDERABAD)	95,37,668.00
3	BENGALURU	99,34,071.00
4	KARNATAKA & GOA (HUBLI)	64,66,803.00
5	BIHAR & JHARKHAND (PATNA)	62,53,185.00
6	CHENNAI & PUDUCHERRY (CHENNAI)	1,11,03,635.00
7	TAMIL NADU (COIMBATORE)	1,19,50,506.00
8	DELHI & UTTARAKHAND (DELHI)	1,11,85,123.00
9	GUJARAT (AHMEDABAD)	1,33,76,172.00
10	HARYANA (FARIDABAD)	60,10,503.00
11	KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	71,59,589.00
12	MP & CHH (BHOPAL)	83,82,810.00
13	MUMBAI-1 (BANDRA)	66,78,240.00
14	MUMBAI-2 (THANE)	76,40,612.00
15	MAHARASHTRA (PUNE)	1,16,27,067.00
16	NER (GUWAHATI)	24,79,043.00
17	ODISHA (BHUBANESHWAR)	48,96,776.00
18	PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	97,32,364.00
19	RAJASTHAN (JAIPUR)	62,94,921.00
20	UTTAR PRADESH (KANPUR)	91,70,989.00
21	WB, A&N ISLANDS & SIKKIM (KOLKATA)	1,39,79,030.00
22	JAMMU & KASHMIR (DL & UK)	4,37,680.00
23	HEAD OFFICE	25,96,114.00
24	PDUNASS	8,75,207.00
	TOTAL	18,52,41,004.00

* Productivity Linked Bonus for the year 2020-21 was paid during the year 2021-22.

RTI Annual Report for the Year 2021-2022

Details about the RTI Requests and Appeals

	Opening Balance	No. of application 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/appeal rejected	Decisions where requests/appeals replied
Request	1049	6392	24110	6732	1771	21843
First Appeal	631	NA	3402	NA	138	3134

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)
146510	38072	0	0

Details of various provisions of section 8 while rejecting the requested information

No. of times various provisions where invoked while rejecting requests											
Section 8(I)								Sections			
A	B	C	D	E	F	G	H	I	J		
0	0	0	5	158	2	3	4	10	377	10	1015
										20	57
										11	24
										9	Others

Appendix-7(i)

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

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

Appendix-7(ii)

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

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

Appendix-7(iii)

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

Appendix-7(iv)

Zone/Category wise Sanctioned/In Position Strength of Group `A' as on 31.03.2022							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	34	22	1	0	5	1	0
Telangana	64	41	5	5	6	1	0
Bihar & Jharkhand	29	25	1	3	8	0	0
Delhi & Uttrakhand	83	53	12	4	4	0	0
Gujarat	73	45	3	7	8	1	0
Haryana	46	35	5	0	5	1	0
Bengaluru (KN)	56	34	3	2	5	1	0
KN & Goa (other than Bengaluru)	39	23	4	2	5	0	0
Kerala & Lakshadweep	30	19	3	0	5	0	0
Madhya Pradesh & Chhattisgarh	49	28	4	0	7	0	0
Mumbai-I, Bandra (MH)	45	18	4	2	3	0	0
Mumbai-II, Thane (MH)	50	31	6	3	6	0	0
Pune, (MH)	63	32	9	0	6	0	0
Guwahati,(NER)	19	13	1	4	0	0	0
Odisha	21	17	1	1	1	0	0
Punjab & Himachal Pradesh	57	30	4	1	3	0	0
Rajasthan	31	25	0	7	5	0	0
Chennai & Puducherry (Tamil Nadu)	53	34	7	3	5	0	0
Coimbatore,TN (excluding Chennai)	58	29	3	1	7	0	0
Uttar Pradesh	58	50	7	0	9	4	0
Kolkata (West Bengal, A & N Island & Sikkim)	79	49	4	6	7	1	0
Head Office*	423	142	17	3	17	0	0
Jammu,Kashmir & Ladakh (DL & UK)	7	3	1	0	0	0	0
Total	1467	798	105	54	127	10	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' as on 31.03.2022							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	242	148	20	6	11	5	0
Telangana	355	200	22	18	29	11	0
Bihar & Jharkhand	192	117	9	7	15	4	0
Delhi & Uttrakhand	493	273	49	20	16	10	0
Gujarat	512	317	49	33	35	4	1
Haryana	358	182	17	7	10	3	0
Bengaluru (KN)	398	210	37	19	25	1	3
KN & Goa (other than Bengaluru)	295	118	14	6	15	4	0
Kerala & Lakshadweep	228	141	19	4	22	1	2
Madhya Pradesh & Chhattisgarh	326	203	24	48	21	0	0
Mumbai-I,Bandra (MH)	230	110	16	3	3	3	0
Mumbai-II,Thane (MH)	366	200	19	8	8	1	0
Pune (MH)	510	236	44	21	19	5	1
Guwahati (NER)	115	54	8	8	4	0	0
Odisha	163	100	13	8	3	1	0
Punjab & Himachal Pradesh	388	204	42	9	8	1	1
Rajasthan	217	114	14	9	5	2	0
Chennai & Puducherry (Tamil Nadu)	383	242	56	9	59	2	3
Coimbatore,TN (excluding Chennai)	432	245	52	13	54	5	2
Uttar Pradesh	407	246	48	3	29	2	0
Kolkata (West Bengal, A & N Island, Sikkim)	411	235	45	15	17	1	0
Head Office*	643	268	47	23	44	0	0
Jammu, Kashmir & Ladakh (DL & UK)	29	12	1	0	3	0	0
Total	7693	4175	665	297	455	66	13

*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' as on 31.03.2022							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	571	422	67	30	67	22	2
Telangana	711	586	102	41	168	21	13
Bihar & Jharkhand	361	320	22	23	63	4	0
Delhi & Uttrakhand	1037	603	90	42	134	16	18
Gujarat	1091	657	123	59	175	9	14
Haryana	733	247	45	5	37	9	10
Bengaluru (KN)	843	603	81	36	155	12	14
KN & Goa (other than Bengaluru)	555	334	55	25	42	10	2
Kerala & Lakshadweep	495	364	41	9	67	5	16
Madhya Pradesh & Chhattisgarh	645	420	50	45	60	11	2
Mumbai-I,Bandra (MH)	563	317	71	15	31	3	1
Mumbai-II,Thane (MH)	774	528	45	34	89	6	12
Pune (MH)	1085	551	85	61	78	12	20
Guwahati (NER)	191	116	10	29	11	1	0
Odisha	333	265	25	39	12	3	3
Punjab & Himachal Pradesh	799	436	117	6	47	14	8
Rajasthan	448	350	47	65	40	5	3
Chennai & Puducherry (Tamil Nadu)	885	535	133	3	177	7	18
Coimbatore,TN (excluding Chennai)	895	566	145	6	158	24	24
Uttar Pradesh	854	520	102	31	121	9	6
Kolkata (West Bengal, A & N Island & Sikkim)	877	678	165	8	147	10	2
Head Office*	104	74	32	8	6	0	0
Jammu, Kashmir & Ladakh (DL & UK)	63	19	2	0	6	0	0
Total	14913	9511	1655	620	1891	213	188

*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 31.03.2022			
S. No.	Zones	No. of Pensioners	No. of Family Pensioners
1.	Vijayawada (AP)	285	135
2.	Hyderabad (Telangana)	418	177
3.	Bihar & Jharkhand	262	113
4.	Delhi & Uttarakhand	426	123
5.	Gujarat	539	187
6.	Haryana	346	71
7.	Bengaluru (KN)	486	177
8.	KN & Goa (other than Bengaluru)	342	91
9.	Kerala & Lakshadweep	1029	223
10.	Madhya Pradesh & Chhattisgarh	378	147
11.	Mumbai-I, Bandra (MH)	681	227
12.	Mumbai-II, Thane (MH)	388	59
13.	Pune, MH	345	98
14.	Guwahati, (NER)	151	52
15.	Orissa	270	80
16.	Punjab & Himachal Pradesh	477	120
17.	Rajasthan	262	59
18.	Chennai & Puducherry (Tamil Nadu)	1394	447
19.	Coimbatore, TN (excluding Chennai)	336	89
20.	Uttar Pradesh	750	247
21.	Kolkata (West Bengal, A & N Island, Sikkim)	1219	421
22.	Head Office	336	89
	Total	11120	3432

APPENDIX-8 (i)

Sl. No.	Details of Training programmes/Webinars conducted by PDNASS during 2021-2022	Dates of conducting programmes	No. of participants attended
1.	Webinar for the Newly Registered Employers titled "Onboarding to EPFO simplified"	12.08.2021	253
2.	Webinar for the Newly Registered Employers titled "Onboarding to EPFO simplified"	23.09.2021	215
3.	'Preventive Vigilance in IT Environment'	29.10.2021	160
4.	E-Compendium (compilation of all the circulars pertaining to all the divisions of EPFO)	-	-
5.	Capacity Building Programme on 'Well Being' Art of Living Officers & Staff of EPFO Headquarters	28.03.2022	210
6.	Capacity Building Programme on 'Well Being' Art of Living EPFO – ZOs & ROs	29.03.2022	232
7.	Online programme on Social Security Code Officer from 1. EPFO 2. MoL&E 3. CLC 4. ESIC	31.03.2022	347
8.	Online programme on Shram Suvidha portal & e-Shram Officer from 1. EPFO 2. MoL&E 3. CLC 4. ESIC	31.03.2022	302
	Total		1719



Swachhta Abhiyan



Laying of foundation stone, RO Naroda



Launch of Principal Employer Portal 2.0



Launch of Zonal Call Centre, Guwahati

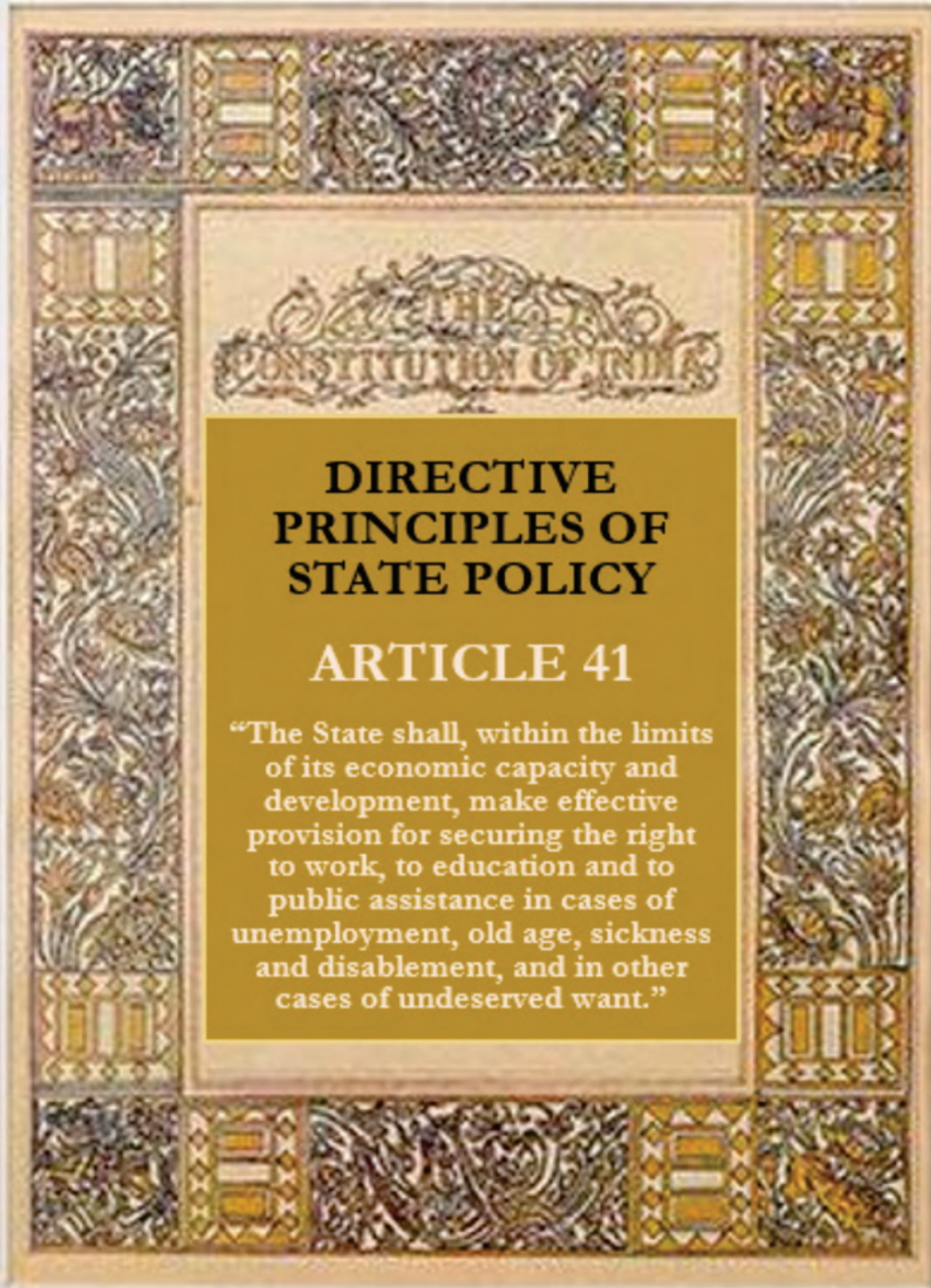


Release of Booklet titled "75 Success Stories"



WOMENS' DAY

NOTES



OF
INDIA



EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT
GOVERNMENT OF INDIA