



EPFO

70th ANNUAL REPORT

2022-23

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

www.epfindia.gov.in

ANNUAL REPORT

2022-23



EMPLOYEES' PROVIDENT FUND ORGANISATION

Ministry of Labour & Employment

Government of India

www.epfindia.gov.in



Foundation Day, EPFO



232वीं बैठक
केंद्रीय न्यासी बोर्ड, कर्मचारी भविष्य निधि संगठन
31 अक्टूबर, 2022 | नई दिल्ली



232nd CBT Meeting, Delhi

Bhavishya Nidhi Award-2022 for Best Performing Zonal Office



Sujalaam Sufalaam Malayaj Sheetalaa



Foundation Day, EPFO



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ABBREVIATIONS

Abbreviations

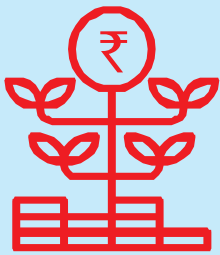
Act
AD
Addl CPFC
APFC
Asstt. Dir (Vig.)
AVS
BIFR
Board
CG
CPFC
CSD
DA
DD
Dir (Vig.)
EPFAT
EPFO
Ex
F & A
FA & CAO
Family Pension Scheme
GOI
HO
IMC
Insurance Fund
Insurance Scheme
IR
IW
MoL&E
NATRSS
NIR
PDNASS
Pension Fund
Pension Scheme
PG
PRO
PF
PSFI
RFD
RO
RPFC-I
RPFC-II
RRC
SC
Scheme
SDS
SRO
SSA
U/S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

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 Appellate Tribunal
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
Sub-Regional Office
Social Security Assistant
Under Section
Unexempted
Vigilance
Zonal Office
Zonal Training Institute
Zonal Vigilance Directorate
Employees' Provident Fund Organisation
Employee Pension Scheme
Employees Deposit Linked Insurance Scheme

- 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 2022-23



**₹ 1,094.83 Cr. received
as contribution**



**₹ 559.45 Cr. disbursed
to beneficiaries**



**1,038 establishments registered
and 50,041 members enrolled**



**1,66,477 claims settled
(315 Insurance claims)**



**30,479 pensions
disbursed**



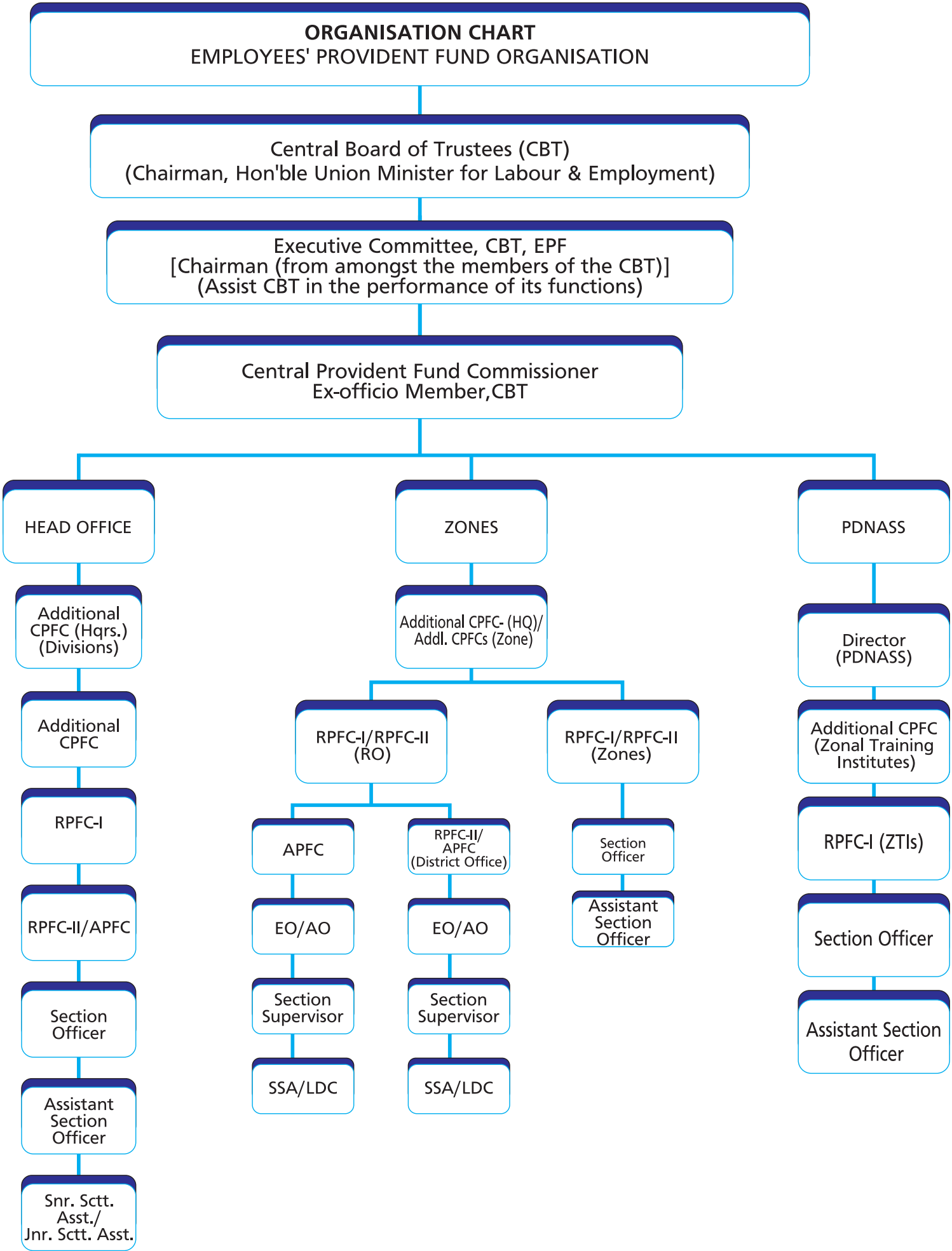
**6,362 Public
grievances received**

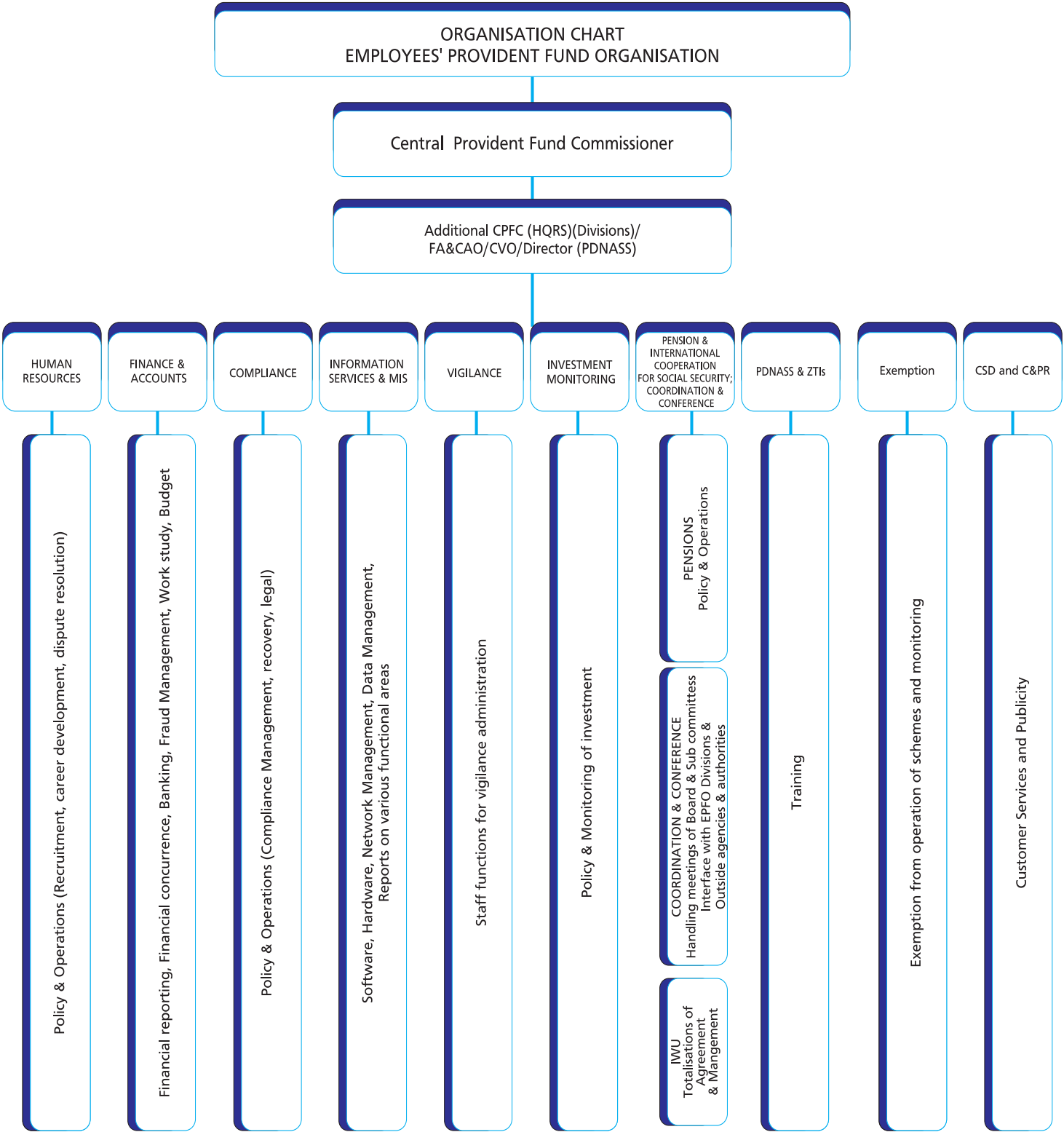


**6,191 public
grievances disposed**



**9,909 calls attended
per day (Call Center
Query Resolution)**





CHAPTER 1

**Employees' Provident Fund
Organisation**

HISTORICAL PERSPECTIVE

1.1 Social security is a vital foundation of contemporary societies, serving as a safeguard for individuals against the uncertainties of life. The International Labour Organisation (ILO) offers a comprehensive definition of social security, characterizing it as a collective support system provided by society to ensure that individuals and households have access to healthcare and maintain income security during various life circumstances such as retirement, unemployment, illness, disability, workplace injuries, maternity, or premature death. Recognized as a fundamental human right by the United Nations, social security is widely acknowledged as a crucial element in fostering a thriving, constructive, and prosperous society.

In India, social security laws draw their inspiration and principles from the Directive Principles of State Policy enshrined in the Constitution. Article 41 of the Constitution mandates that the State, within its economic capacity and progress, must establish effective measures to ensure the right to employment, education, and public assistance in situations of unemployment, old age, illness, disability, and other forms of undeserved deprivation. Additionally, Article 42 expands on this obligation by emphasizing the need to secure fair and humane working conditions, along with providing relief during maternity. Article 47 further directs the State to elevate the nutritional standards, living conditions, and public health of its citizens as one of its primary responsibilities. These constitutional provisions form the fundamental framework for the provision of social security to the people of the country.

Social security in India was historically entrusted to the family and local community, primarily due to localized economies. However, with the gradual process of industrialization following independence, and later with the accelerated globalization and liberalization of the economy after 1991, the traditional bonds within communities weakened, leading to the disintegration of joint families into nuclear ones. As a result, there arose a need for a structured and regulated social security system that combines the efforts of both the state and society. The state-cum-society regulated social security arrangement seeks to address the growing complexities of modern life and provide comprehensive support to individuals and households in times of need.

The origins of social security protection in India can be traced back to the introduction of the first Provident Fund Act in 1925. Although initially limited to regulating certain private concerns, the aim of this legislation was to extend social security benefits to industrial workers upon their retirement or to their dependents in the event of untimely death. Following extensive deliberations since 1929, it was widely agreed to include industrial workers in the Provident Fund scheme, with provisions allowing them the choice to opt-out if desired. These rules were circulated to employers in 1945 to facilitate the adoption of Provident Funds in industrial concerns. Notably, some progressive employers took the initiative to establish voluntary Provident Funds, benefiting approximately 3 lakh workers.

1.2 In 1947, during the Asian Regional Conference of the International Labour Organisation (ILO), India took a position favoring a contributory provident fund scheme over a pension or gratuity payment system due to financial and administrative constraints faced by the newly sovereign nation. One of the main challenges in implementing a gratuity scheme was the relatively small amount that could be provided to workers or their dependents, as the workers themselves would not be making any contributions to the fund. Consequently, it was determined that a compulsory contributory provident fund, involving contributions from both workers and employers, would be more suitable for ensuring workforce protection in India. This decision was made with the following 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 "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"> i) Accumulations plus interest upon retirement, resignation, death. ii) Partial withdrawals for specific expenses such as house construction, higher education, marriage, illness etc. 	<ul style="list-style-type: none"> i) Monthly pension for members on superannuation/ retirement, disability. ii) Monthly pension for dependents of deceased member viz. widow(er), children, parent/ nominee. 	<ul style="list-style-type: none"> i) In the event of premature death of a member while in service, an insurance upto Rs 7 lakhs is payable. ii) 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:

- i) Administration of the funds vested in the Board.
- ii) Delegation of Administrative and Financial powers as deemed necessary for efficient administration of the Schemes.
- iii) Appointment of Officers and Staff.
- iv) Maintenance of Accounts of Income & Expenditure in prescribed form and manner.
- v) 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, 14.02.2022 and 14.06.2022.

1.14 During the year 2022-23, three 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, Shri Sunil Barthwal, then Union Labour & Employment Secretary, was Co-Vice-Chairman for the first Board meeting of the FY 2022-23 and Ms. Arti Ahuja, Union Labour & Employment Secretary, was Co-Vice-Chairman for the next two Board meetings of the FY 2022-23. The list of members of the Board as on 31.03.2023 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 and advise the Board for specific purposes as detailed below:

a. Finance, Investment and Audit Committee (FIAC)

The terms of reference of the committee inter-alia are:

- i) To oversee investments handled by the portfolio managers.
- ii) To supervise timely investment of Trust money with a vision to realize the optimum return thereon.
- iii) To issue investment-related instructions to the portfolio managers, reinvestment of redemption proceeds, interest etc. in accordance with the prescribed pattern of investment & guidelines.
- iv) To recommend a rate of interest for the members of the Fund.
- v) To recommend formulation of guidelines for utilization of the Special Reserve Fund.
- vi) Audit related issues.
- vii) Appointment of consultant for selection of portfolio managers.
- viii) Broad principles for inter-se allocation of funds to portfolio managers.
- ix) Any other work/responsibility that may be assigned by the Board.

During the year 2022-23, four (04) meetings of the Committee were held. Composition of the FIAC as on 31.03.2023 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, Ministry of Labour & Employment ii) Additional Secretary & Financial Advisor or Joint Secretary & Financial Advisor, Ministry of Labour and Employment	Central Government's representatives
3.	i) Shri Arun Chawla ii) Shri K.E. Raghunathan	Employers' representatives
4.	i) Shri Prabhakar J. Banasure ii) Shri A.K. Padmanabhan	Employees' representatives
5.	Domain Expert in concerned Department in Ministry of Finance, Government of India	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 2022-23, four (04) meetings of the Committee were held.

Composition of the PEIC as on 31.03.2023 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Central Provident Fund Commissioner (ex-officio)	Chairperson
2.	i) Director/Deputy Secretary (Social Security), Ministry of Labour & Employment ii) Central Government representative from concerned Department in Ministry of Finance, Government of India	Central Government's representatives
3.	i) Shri S.K. Sharma ii) Shri Michael Dias	Employers' representatives
4.	i) Shri Sunkari Mallesham ii) Shri Harbhajan Singh Sidhu	Employees' representatives
5.	i) Actuary appointed for valuation of Pension Fund ii) Representative from PFRDA nominated by concerned Department in Ministry of Finance/PFRDA	Domain Experts
6.	AAAdditional Central Provident Fund Commissioner (HQ) Pension	Convener

c) Exempted Establishments' Committee (EEC)

The terms of reference of the Committee inter-alia 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 2022-23, five (05) meetings of the Committee were held.

Composition of the EEC as on 31.03.2023 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 or Joint Secretary & Financial Advisor, Ministry of Labour & Employment ii) Joint Secretary (Social Security), Ministry of Labour & Employment	Central Government's representatives
3.	ii) Shri Ashish Wig ii) Shri Govind Lele	Employers' representatives
4.	i) Shri Hiranmay J. Pandya ii) Shri Sunkari Mallesham	Employees' representatives
5.	Additional Central Provident Fund Commissioner (HQ) Exemption	Convener

1.16 EXECUTIVE COMMITTEE, CENTRAL BOARD (EPF)

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 2022-23, four meetings of the Executive Committee, CBT (EPF) were held. Shri Sunil Barthwal, then Union Labour & Employment Secretary was the Chairperson of the Executive Committee for the first two EC meetings of the FY 2022-23 and Ms. Arti Ahuja, Union Labour & Employment Secretary, was the Chairperson of the Executive Committee for the next two EC meetings of the FY 2022-23. The list of members of the Executive Committee as on 31.03.2023 is given in **Appendix- 1(ii)**.

1.17 COMMITTEES OF THE EXECUTIVE COMMITTEE, CENTRAL BOARD (EPF).

a) Sub-Committee on IT

The terms of reference of the committee inter-alia are:

- Finalizing the entire IT Policy including data management policy, procurement and implementation aspects.
- Establishing convergence synergies between Vision, Business Goals, re-engineered change management process, change in technology viz. databases including movement to cloud, bringing in micro services etc.
- Governance structure to manage the IT of EPFO.
- Human resource hiring / recruitment- requirement with competence levels in hardware, software and networking; training and capacity building of IT personnel.
- To look into the operational issues of Phase 2.01 -drawing Service Level Agreement (SLA) with timelines & penalty clause & monitoring of implementation of centralized payments systems on Unified Portal by C-DAC to replace decentralized mode Field Office application as approved by CBT.
- To oversee the roadmap for IT reforms in Phase 2.02 with thrust areas- technology upgrade, business process re-engineering & complete system overhaul involving Technology shift.
- Hiring of Technical Consultant for project monitoring, drawing of SLAs / RFPs and hiring UAT agency
- Miscellaneous works related to IT Reforms in EPFO due to new requirements and any issue referred by the Central Board of Trustees, Executive Committee or the Central P.F. Commissioner

During the year 2022-23, three (03) meetings of the Committee were held.

Composition of the Sub-Committee on IT as on 31.03.2023 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, Ministry of Labour & Employment ii) Additional Secretary, Ministry of Electronics & Information Technology	Central Government's representatives
3.	Shri Govind Lele	Employers' representatives
4.	Shri Sunkari Malleshham	Employees' representatives
5.	i) Representative from National Informatics Centre (NIC) ii) Technical Expert from MeitY or its departments, GoI iii) Technical Expert from SBI	Domain Experts
6.	i) Financial Advisor & Chief Accounts Officer ii) Chief Technology Officer iii) Chief Information Security Officer	EPFO's Officials
7.	Additional Central P.F. Commissioner (HQ) Information Services	Convener

b) Sub-Committee on Human Resources (HR)

The Committee's terms of reference are to examine the proposal on HR and Establishment Matters which are to be placed before the Executive Committee and/or Central Board of Trustees. The members of the HR Committee shall examine the proposals and call for further data or information, if any considered to be needed and give their recommendations/views/observations/ comments of the same. The Agendas shall be placed before the Competent Body – EC/CBT with the recommendations/views/ observations/comments of the HR Committee for final decision.

During the year 2022-23, two (02) meetings of the Committee were held.

Composition of the Sub-Committee on Human Resources (HR) as on 31.03.2023 is as under:

Sl. No.	Name and Designation of the member	Appointment as
1.	Additional Central P.F. Commissioner (HQ) HR	Chairperson
2.	Director (Social Security), Ministry of Labour and Employment	Central Government's representatives
3.	Shri Govind Lele	Employers' representatives
4.	Shri Sunkari Malleshham	Employees' representatives
5.	Shri Shyama Prasad Roy, Joint Secretary, Capacity Building Commission	Domain Expert
6.	Shri J.A. Vaidyanathan, Director(Retd.), DoP&T	Special Invitee
7.	Additional Central P.F. Commissioner-HR	Convener

1.18 REGIONAL COMMITTEES (EPF) 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: -

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

1.19 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.

1.20 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 organizations 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 organizations 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.

1.21 According to Para 11 of EPF Scheme, the Regional Committee shall meet at least twice in each financial year. The list showing the number of meetings of each Regional Committee held during the financial year 2022-23 is given below:

S. No.	Regional Committee for the State/UT	Total No. of meetings held during the FY 2022-23
1	Andhra Pradesh	0
2	Assam	1
3	Bihar	2
4	Chhattisgarh	1

S. No.	Regional Committee for the State/UT	Total No. of meetings held during the FY 2022-23
5	Delhi	1
6	Goa	2
7	Gujarat	4
8	Haryana	2
9	Himachal Pradesh	3
10	Jharkhand	2
11	Karnataka	2
12	Kerala	2
13	Madhya Pradesh	1
14	Maharashtra	2
15	Odisha	2
16	Puducherry	0
17	Punjab	4
18	Rajasthan	2
19	Tamil Nadu	2
20	Telangana	2
21	Tripura	0
22	Uttar Pradesh	2
23	Uttarakhand	1
24	West Bengal	2



233rd CBT Meeting, Delhi

CHAPTER

2

Overview Of The Act & Scheme

APPLICATION OF THE ACT

Compulsory Coverage

2.1 The Act extends to the whole of India and is currently applicable to:

- i) 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) any other establishment employing twenty or more persons or class of such establishments which the Central Government notifies in the Official Gazette.

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

Voluntary Coverage

2.2 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 1,91,762. Zone wise and State wise details of voluntary covered Establishments and Accounts during the year 2022-23 is given in **Appendix 2 (viii) & (ix)** respectively.

Exclusion from the Coverage

2.3 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

2.4 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. Industry/Class wise establishments and members as on 31.03.2023 are given in **Appendix-2(i)**. Zone wise and Regional Office wise position is given in **Appendix-2(ii) (a) & (b)** and State-wise position is given in **Appendix-2(iii)**.

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.

Out of the Industries/Classes of establishments, to which the Act applies, 89.67% members and 83.95% establishments are concentrated in 25 categories indicated in **Appendix-2(iv)**.

EMPLOYEES' PROVIDENT FUNDS SCHEME, 1952

2.5 Employees' Provident Fund Scheme, 1952 is the first scheme under the EPF & MP Act, 1952, 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.

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.

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

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.

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.

2.6 Wage ceiling and Qualifying period of service over the years: Chronological order of the change of wage ceiling and qualifying period for membership under the Scheme over the years 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

2.7 Rate of Interest

The rate of interest on EPF accounts has been declared as 8.15% for the FY 2022-23.

2.8 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..

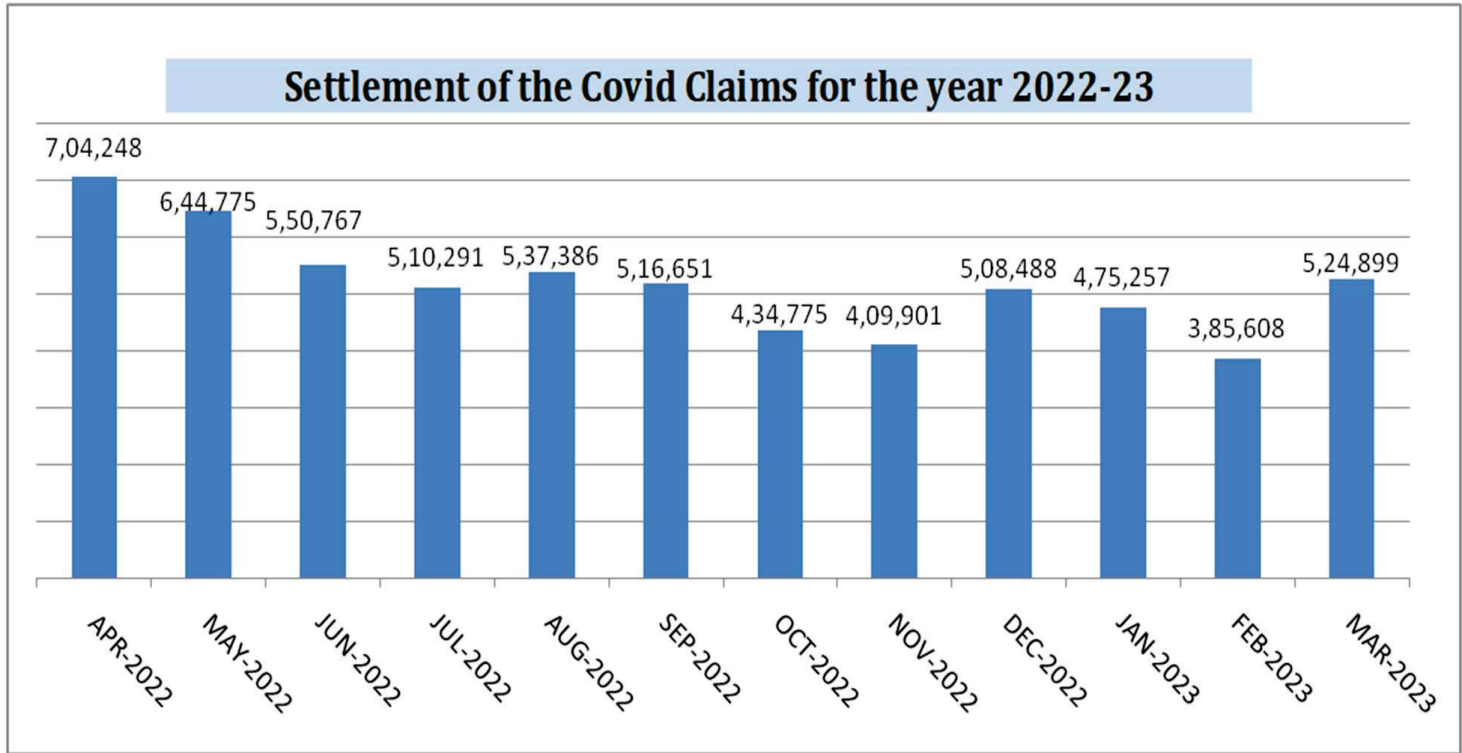
2.9 Advances under EPF Scheme: Apart from Final Settlement/withdrawal under the EPF schemes, 1952, the following advances are allowed to the members to meet their various needs as per the conditions & their eligibility:-

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)

2.10 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 up to 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 Covid claims were settled and a total amount of Rs. 19,126.29 Crore had been disbursed. During the year 2022-23, total 62,03,046 Covid claims were settled and a total amount of Rs. 11,843.23 Crore had been disbursed to enable members to swim through File No.Fin/IFD/Misc-receipt-Part(2) 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
2022-23	62,03,046	11,843.23
TOTAL	2,22,99,166	48,075.75



EMPLOYEES' PENSION SCHEME, 1995

2.11 Brief Historical Note

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.

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..

2.12 Applicability

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.

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.

2.13 Benefits

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:

- i) Member Pension upon superannuation at 58 years of age.
- ii) Early Member Pension from age of 50 years.
- iii) Disability Pension on permanent and total disablement during service.
- iv) Widow/Widower Pension on death of Member or Pensioner.
- v) Children Pension for 2 children at a time till the age of 25 years on death of the member.
- vi) 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.
- vii) Disabled Children/Orphan Pension for the entire life of the disabled child/orphan.
- viii) 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.
- ix) Pension to dependent father/mother upon death of a member provided there is no family or nominee of the member.
- x) Withdrawal benefit on exit from service or on superannuation provided member has not rendered service eligible for pension.

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.

2.14 Eligibility

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.

On cessation of employment before completing 58 years a member can opt for early pension. Such early pension can be availed only after completing 50 years of age and it will be subject to discounting factor at the rate of 4% (w.e.f. 26.09.2008) for every year falling short of 58 years. No member pension is payable before attaining the age of 50 years. However, no such age or minimum eligibility service criteria shall apply for pension entitlement in case of disablement or death of the member and even membership with one month contribution will suffice in such cases.

The quantum of pension payable to a member on superannuation and/or exit from service on attaining the age of 58/50 years depends upon two variables, namely, the period of pensionable service rendered by the member and the pensionable salary.

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.

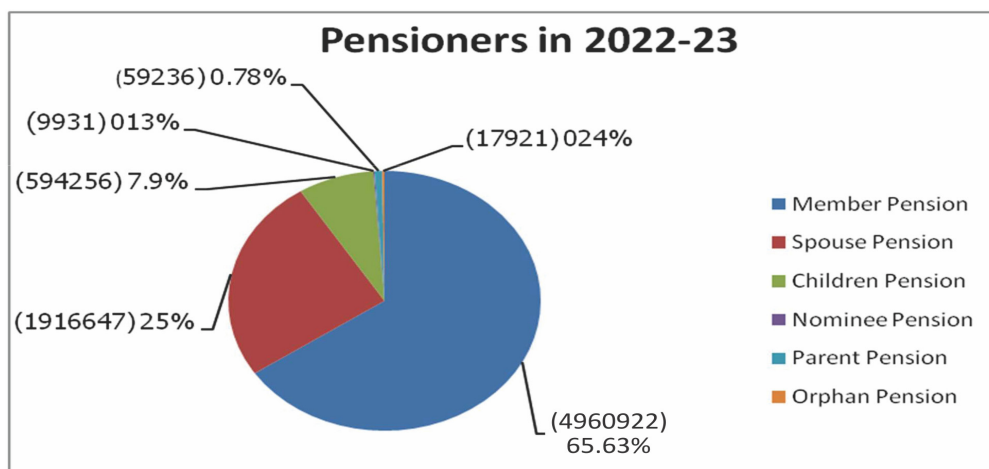
FINANCIAL STATEMENT - PENSIONERS

2.15 Classification of Pensioners:

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	Spouse Pension	Children Pension	Nominee Pension	Parent Pension	Orphan Pension	Total Pensioner
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	4804956	1805966	579400	10360	54675	18541	7273898
2022-23	4960922	1916647	594256	9931	59236	17921	7558913

Member Pensioners constitute 2/3rd of the total number of pensioners during 2022-23. Spouse and Children Pensioners together account for about 1/3rd of the pensioners. The distribution of pensioners in the year 2022-23 is shown in the figure below:-

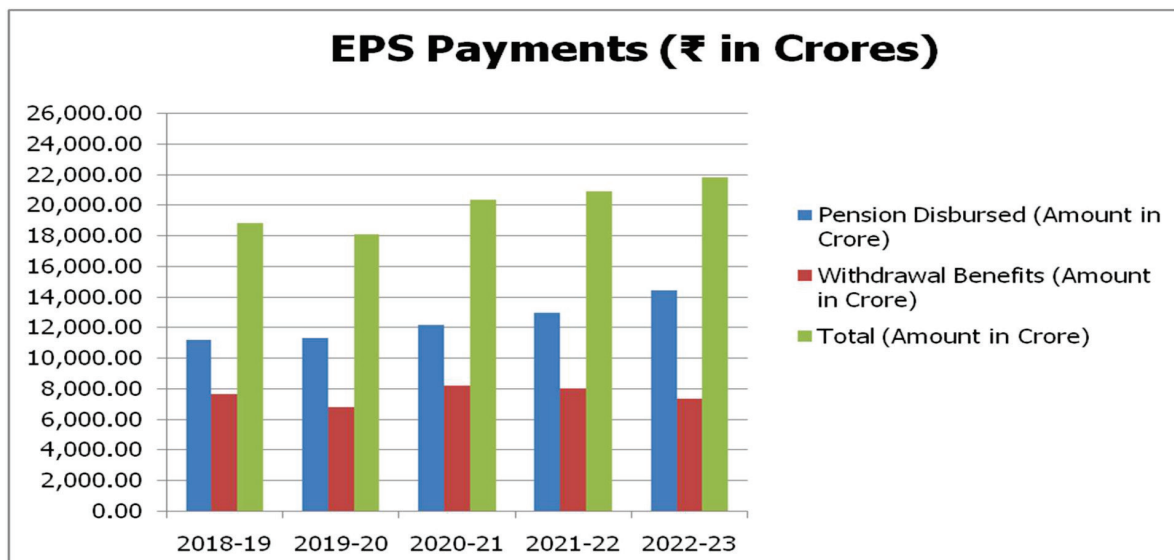


Classification of pensioners of EPS, 1995 into various categories as on 31.03.2023 is shown at **Appendix-2 (x)**.

2.16 EPS Fund - Receipts, Payments and Corpus

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
2022-2023	14444.60	7352.25	21,796.85



2.17 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	41,472.14	6,02,319.81
2021-22	49,719.98	7,806.20	57,526.18	50,613.95	6,89,210.72
2022-23*	56,170.84	8,714.76	64,885.60	51,985.82	7,80,308.93

*Provisional Data

The accumulated corpus of the EPS has grown steadily and since the year 2017-18, corpus has increased by almost 98%.

Implementation of Minimum Pension Provision

2.18 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)
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
2022-23	20,55,878	1463.01	2432.77	969.76

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 2022-2023 is given in **Appendix-2(xii)**.

Actuarial Valuation of EPS, 1995

2.19 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 Valuer 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 for the said valuation has been approved by the Government. The Valuer for 24th, 25th & 26th valuation for the year 2019-20, 2020-21 & 2021-22 has been appointed. Details are given in **Appendix-2(xiii)**

Pension Disbursement

2.20 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.

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.

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

Important developments related to EPS, 1995

2.21 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.

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.

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.

2.22 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

2.23 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

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

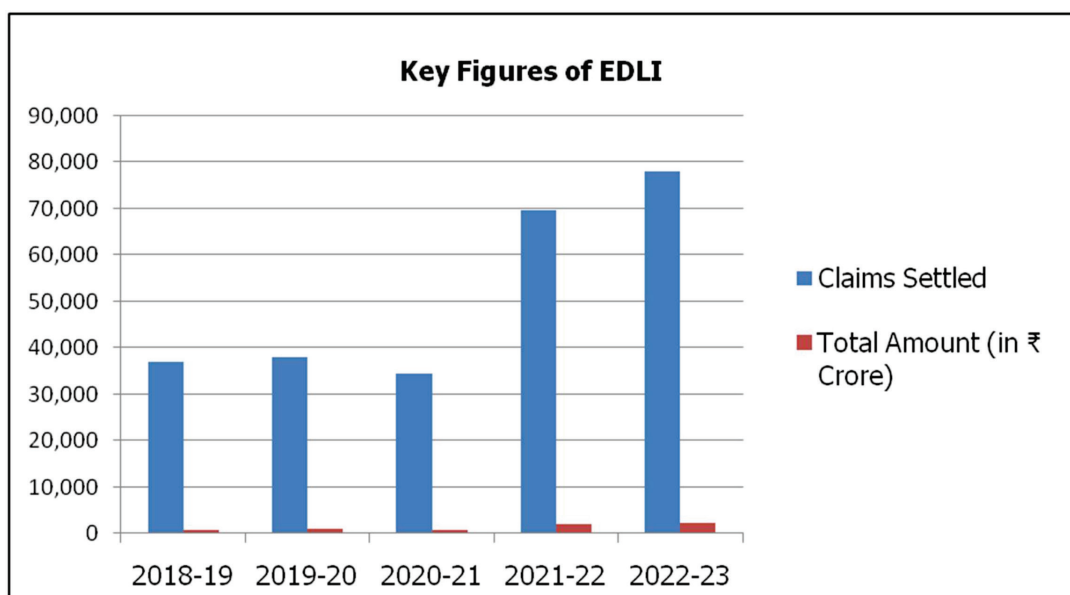
- (i) The family will get an amount equal to the average balance in Provident Fund account during preceding 12 months or during the period of his membership, whichever is less; except where the average balance exceeds rupees fifty thousand, the amount payable shall be rupees fifty thousand plus 40% of 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.
- (ii) Where the deceased member was in employment for a continuous period of twelve months, preceding the month in which he died, the quantum of benefits will be the average monthly wages drawn (subject to a maximum of Rs.15,000/-) during the twelve months preceding the month in which employee died, multiplied by thirty 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.

2.25 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.

2.26 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)
2018-19	36,938	780.21
2019-20	38,022	894.51
2020-21	34,459	874.81
2021-22	69,640	2081.70
2022-23	78,016	2185.29



2.27 STATUS NOTE ON HON'BLE SUPREME COURT JUDGEMENT REGARDING PENSION ON HIGHER WAGES:

Genesis of the Case:

- a)** The Hon'ble High Court of Kerala admitted writ petitions filed by the employees of various covered establishments challenging validity of the modifications of 2014 brought about in EPS, 1995 through GSR No.6509 (E) dated 22.08.2014.
- b)** Through its common judgement dated 12.10.2018, the Hon'ble High Court disposed of 507 writ petitions with orders which inter alia included the following: -
 - i) Modifications to EPS (w.e.f 01.09.2014) & consequential orders of EPFO were set aside.
 - ii) The EPFO orders of disallowing joint option and remission of contributions to the EPS based on the higher salaries were set aside.
 - iii) The employees were permitted to exercise the joint option for contributing to Provident Fund without insistence on a cut-off date.
- c)** SLP was submitted by Union of India and EPFO against the judgment dated 12.10.2018 of Hon'ble Kerala High Court on the following grounds: -
 - i) An actual calculation of about 21,000 pensioners' cases settled on higher salary was submitted before the SC. The calculations showed that while the contribution received from these members was only Rs 461 crore, they had claimed upfront arrears of Rs 718 crores. In addition, their monthly pension had increased to Rs. 14.77 crore from Rs 4 crore.
 - ii) The judgement has adversely affected sustainability of pension fund, as actuarial deficit would rise to Rs. 15.28 lakh crores.
 - iii) EPS is meant for economically weak workers earning upto Rs. 15,000 p.m. Striking down of wage ceiling of Rs 15,000 p.m. and bringing it back to Rs. 6500 p.m. jeopardizes social security coverage of 2.54 crore members.
 - iv) For the same formula pension, the low wage-earning employees contributed more than the high wage earners, thereby reverse subsidising pension of the latter; an anomaly which was corrected by the modifications of 2014 in EPS 1995.
 - v) Section 7 of the Act permits amendments to the EPS 1995, prospectively and retrospectively.
- d)** The Hon'ble Supreme Court of India pronounced judgement dated 04-11-2022 in SLP (C.) 8658-8659 / 2019 titled Employees' Provident Funds Organisation & ors. vs. Sunil Kumar B & Ors. giving directions in Para 44 of the judgement.
- e)** The Hon'ble Supreme Court, vide its judgement dated 4.11.2022, while upholding certain powers of the Central Government also ordered thus:
 - i) Upheld the constitutional validity of notification no. G.S.R. 609(E) dated 22nd August 2014, amending the Employees' Pension Scheme 1995. [Paragraph 44 (i) of the judgement].
 - ii) Did not find any flaw in altering the basis for computation of pensionable salary. [Paragraph 44(viii) of the judgement].
 - iii) Held that it is within the competence of the Central Government to amend the scales of benefit, rate of contribution etc. on the basis of valuation made under Paragraph 32 of the Scheme. [Paragraph 12, 23, 36 and 44(viii) of the judgement]

- iv) Held that the Government is empowered to amend the Pension Scheme, both retrospectively and prospectively. [Paragraph 12 and Paragraph 23 of the judgement]
 - v) Held that it is well within the power and authority of the statutory authorities to reasonably classify different sets of employees and categorize them for the nature of benefits they might get from an existing scheme. Further that the classification of the employees made by the authorities based on the salary drawn in the 2014 amendment meets the test of reasonable classification contemplated in Article 14 of the Constitution of India. [Paragraph 30 and 32 of the judgement]
- f)** The Hon'ble Supreme Court read down certain provisions of the Employees' Pension Scheme i.e., para 11(4) and allowed six months' time (03.05.2023) to make necessary amendments: -
- i) The requirement in the scheme for employee's contribution to the extent of 1.16 per cent for option members was held to be contrary to the principal enactment. It was held that there is nothing in the 1952 Act which requires payment to the Pension Fund by an employee. Section 6A of the Act also does not have any such stipulation. [Paragraph 35 and 44(vii) of the judgement]
 - ii) Operation of above part of the order has been suspended by Hon'ble Supreme Court for a period of six months (03.05.2023) to allow the legislature to make suitable amendments. [Paragraph 35 and 44(vii) of the judgement]
 - iii) However, the option members have been directed to continue to contribute 1.16 per cent of the salary for period of six months (03.05.2023) as stop gap arrangement. Further, this contribution shall be adjusted depending on any amendment that may be brought. If no amendment to the statute or the scheme is made within such extended time, the administrators of the fund will have to operate the pension fund for the option members from and out of the existing corpus. [Paragraph 35 and 44(vii) of the judgement]
- g)** The additional directions of the Court are as follows: -
- i) The Court concurred with the view taken by Division Bench in RC Gupta (R.C. Gupta vs. Regional Provident Fund Commissioner (2018) 14 SCC 809) as far as interpretation of the proviso to Para 11(3) (pre-amended) (since deleted) of the Scheme is concerned. [Paragraph 44(ix) of the judgement]
 - ii) The employees who had retired prior to 1st September 2014 without exercising any option under paragraph 11(3) of the pre-amended scheme have already exited from the membership thereof and they would not be entitled to the benefit of this judgment. [Paragraph 44(v) of the judgement]
 - iii) The employees who retired prior to 01.09.2014 upon exercising option under Para 11(3) of the scheme shall be covered by the provisions of Para 11(3) of the Scheme as it stood prior to the amendment of 2014. [Paragraph 44(iii) of the judgement]
 - iv) The directives contained in the RC Gupta (supra) are to be implemented within eight weeks from 04.11.2022. (by 30.12.2022) [Paragraph 44(ix) of the judgement]
 - v) Notification No. G.S.R. 609(E) dated 22nd August 2014 shall apply to the employees of the exempted establishments in the same manner as it applies to employees of regular (unexempted) establishments. [Paragraph 44(ii) and Paragraph 38 of the judgement]

h) The judgement had given three important timelines that needed to be complied with:

Sl. No.	Directions in the judgement	Timeline	Timeline
1.	Members who retired before 01-09-2014.	30.12.2022	Instructions were issued by EPFO on 29.12.2022 and 05.01.2023 calling for applications for validation of joint option exercised earlier. Online facility for registering applications has also been provided.
2.	Employees who were in service on 01.09.2014 and continued in service on or after 01.09.2014.	03.05.2023	Instructions have been issued by EPFO on 20.02.2023 calling for joint option from eligible employees. Online facility for exercise of Joint Options has been provided.
3.	1.16% additional contribution from Employees on salary exceeding Rs. 15,000 p.m. has been held ultra vires of the Act.		

i) Other instructions issued related to the Judgement are as follows:

Sl. No.	Subject on which Instructions Issued	Date of Issue
1.	Re-examination of cases of pension on Higher Wages, of employees who had retired upto 1st September 2014 without exercising any option under Para 11(3) of pre-amended EPS'95 in the light of directions contained in Para 44(ix) read with para 44(v) and (vi) of the Hon'ble Supreme Court judgement dt. 04.11.2022 in the matter of Special leave Petition (c) No. 8658-8659 of 2019.	25.01.2023
2.	Re-examination of Cases of Pension on Higher Wages of employees who had retired upto 1st September 2014 without exercising any option under para 11(3) of pre-amended EPS'95 in the light of directions contained in Para 44(ix) read with Para 44(v) and (vi) of the Hon'ble Supreme Court judgement dt. 04.11.2022 in the matter of Special Leave Petition (C) No. 8658-8659 of 2019.	26.03.2023

j) Status of Applications / Joint Options:

Sl. No.	Pensioners/ Members	Online Facility for	With effect from	No. of application received
1.	Members who retired before 01-09-2014	Application Form for Validation of Joint Option	20.01.2023	89,336 Applications for Validation of Joint Options have been received from such pensioners till 31.03.2023
2.	Employees who were in service on 01.09.2014 and continued in service on or after 01.09.2014.	Joint Option Form	26.02.2023	1,33,563 Joint Options have been received till 31.03.2023

k) Total number of beneficiaries and financial implications will depend upon the number of such eligible employees who will submit Applications for Validation of Option / Joint Options in accordance with the directions given in the Hon'ble Supreme Court Judgement dated 04.11.2022. After scrutiny of Applications for Validation of Option / Joint Options, actuarial analysis will be got done from the actuary to ascertain the financial implications.

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 organization aiming to extend universal coverage and ensure 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 technology platforms for reaching out to millions.

3.2 SERVICE STANDARDS

For Employees

Services	Settlement Time as per Scheme	Settlement Time as per Citizens' Charter
PF - Final Withdrawal (Settlement of Form-19)	20 Days	7 Working Days
PF - Illness Advance (Settlement of Form-31)	20 Days	3 Working Days
PF - Pandemic Advance (Settlement of Form-31)	20 Days	3 Working Days
PF - Part Withdrawal (Settlement of Form-31)	20 Days	7 Working Days
PF - Transfer (Settlement of Form-13)	20 Days	7 Working Days
PF - Withdrawal by nominees/survivors (Settlement of Form-20)	20 Days	3 Working Days
Insurance- Payment to nominees/survivors (Settlement of Form-5IF)	20 Days	3 Working Days

For Pensioners

Services	Settlement Time as per Scheme	Settlement Time as per Citizens' Charter
Pension - Monthly pension (Settlement of Form-10D)	20 Days	7 Working Days
Pension - Withdrawal Benefit/Scheme Certificate (Settlement of Form-10C)	20 Days	7 Working Days

For International Workers

Services	Time as per Citizens' Charter
Issue of Certificate of Coverage	3 Working Days

For all Stakeholders

Services	Redressal Time as per Citizens' Charter
Redressal of grievances	7 Working Days

* Settlement Time as per Citizens' Charter is aspirational and is over and above the time-limits statutorily mandated by the Schemes framed under the EPF & MP Act, 1952.

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 EXPECTATIONS FROM NEW MEMBERS

- i) Create a UAN based login (if the UAN has been allotted for the first time) and link ones' KYC(s) including Aadhaar.
- ii) In order to avail auto-transfer of accounts, submit UAN with details of previous membership of Fund to the present employer.
- iii) File e-nomination and get demographic details updated to avail services in a seamless manner.
- iv) Furnish bank account and PAN details along with other KYC details online against UAN.

3.4 EXPECTATIONS FROM EXISTING MEMBERS :-

- i) Refer to Frequently Asked Questions (FAQs) available on EPFO website to understand the process of availing benefits, URLs for FAQs:
 - o https://www.epfindia.gov.in/site_en/FAQ.php
 - o https://www.epfindia.gov.in/site_en/covid19.php
- ii) Become aware of due benefits through Pension & EDLI calculators.
- iii) In case of death of the member, the nominee/legal heir/dependent must approach EPFO to receive due benefits under various schemes.

3.5 EXPECTATIONS FROM PENSIONERS

- i) To submit Jeevan Pramaan Patra(JPP)/Life Certificate every year to continue receiving pension via following modes:
 - o JPP Portal (URL: <https://jeevanpramaan.gov.in/>)
 - o Visiting Pension Disbursing bank, EPFO office, CSC Centres, IPPB (Post Offices)
 - o Through Postman or Banking Alliance facility at home
 - o UMANG app
- ii) Avail the newly launched UIDAI Face Authentication Technology for submitting Jeevan Praman Patra(JPP) through Jeevan Pramaan application.
- iii) To submit details of a new bank branch in case of switching bank branch for pension disbursement with change in residence.
- iv) Avail services of DigiLocker for safe custody and easy retrieval of the pension documents.
- v) Use UMANG mobile application to view pension passbooks.
- vi) In case of death of the pensioner, intimation to be submitted promptly by the survivor(s) so that widow/widower/children pension can start, if applicable.

3.6 EXPECTATIONS FROM EMPLOYERS

- i) Ensure compliance of all the statutory provisions under the Act and allied schemes.
- ii) Enroll all eligible employees from the month in which such employees have joined.

- iii) Submit monthly returns electronically and make the corresponding remittances through the Unified-Portal.
- iv) Link/generate UAN of a new employee and update the date of joining/exit immediately on joining/exit of each employee.
- v) Facilitate all employees of the establishment to update their KYC details and to create their UAN based login to avail the online services.
- vi) Promptly forward member requests for rectification of errors in their basic details after duly verifying the same from records.
- vii) Furnish reply to notices, issued by EPFO Office, with supporting documents within the specified time limit.
- viii) Attend webinar sessions organized by EPFO on various topics to facilitate better implementation of the Act and the Schemes.
- ix) Resolve and reply to all grievances/issues referred by EPFO Office within 5 working days.
- x) Exempted establishments to extend benefits to their members at par or better than EPFO benefits.

3.7 GRIEVANCE REDRESSAL MECHANISM

- i) Dedicated revamped grievance portal EPFiGMS for handling grievances digitally.
- ii) Regular Webinars by field offices for awareness generation and solving grievances of employers, employees and pensioners
- iii) General time limit for settlement of any grievance shall be 7 working days
- iv) 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:

- <https://www.epfigms.gov.in/>, <https://www.pgportal.gov.in/>
- Facility available on UMANG mobile app
- Call centre Toll Free No. 1800118005
- WhatsApp Helpline Number at each Regional Office available on EPFO website.

3.8 RESPONSIBILITY CENTERS AND ORGANISATION'S PRESENCE

EPFO has a nationwide network of:

- i) 21 Zonal offices (Supervision of Regional Offices)
- ii) 139 Regional offices (Securing Compliance, Services Delivery, Supervision of District Offices)
- iii) 113 District Offices (Securing Compliance & Grievance Redressal)

The responsibility centres reach out to the clients and ensure extension of the Social Security services. Contact details are available at: www.epfindia.gov.in>>contact us

3.9 NUMBER SPEAKS FOR US

a) Service Area

- i) A "member" of the Employees' Provident Fund, i.e. a member having PF balance in his/her EPFO account. As on 31st March 2023, there were 29.88 crore members (**Appendix 2(ii)**). 1,24,10,200 new members joined during the year 2022-23 (**Appendix 2 (vi) & (vii)**).
- ii) 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 31.03.2023 is 19.10 Crore. Efforts are being made to issue UANs to all the members of EPFO.
- iii) **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 2023, there were 21,23,266 unique PF code numbers registered with EPFO. Out of these, 21,19,922 were PF un-exempted codes and 3,344 were PF exempted codes (**Appendix 2(ii)**). 2,57,469 new establishments were covered during the year 2022-23 (**Appendix 2 (vi) & (vii)**).
- iv) "Contributing members" refer to those making regular contributions through their establishments. During 2022-23, there were 68545747 members (UANs) that contributed at least once in the financial year. Number of contributing establishments during the year 2022-23 were 7,18,787. Details are given in **Appendix-3(iii)**.
- v) During the year, 412.86 lakh claims were settled. Summary of all claims settled is given in **Appendix-3(iv)**. Zone and category wise settlement of claims is given in **Appendixes- 3(v) to 3(xii)**.
- vi) During the year, EPFO catered to 75.59 lakh pensioners. RO wise details are given in **Appendix -2 (x)**.
- vii) During the year, Annual Accounts in respect of 11.98 lakh establishments were updated. Details are given in **Appendix-3(xiii)**.

b) Financial Area

- i) Contribution received during the year in the unexempted sector was Rs. 2,71,518.70 Crore.
- ii) Benefits paid during the year in the unexempted sector amounted to Rs. 1,38,743.17 Crore.

Contribution : Payment Ratio for the last 5 years is as under:

Year	2018-19	2019-20	2020-21	2021-22	2022-23
Contribution received during the year in the unexempted sector	1,48,006.56	1,71,054.27	1,76,870.14	2,22,143.50	2,71,518.70
Benefits paid during the year in the unexempted sector	81,180.27	89,190.78	1,12,459.45	1,28,242.49	1,38,743.17
Ratio	1.82:1	1.92:1	1.57:1	1.73:1	1.96:1

c) 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.

- i) During the year 49,751 enquiries were concluded; while 7,601 were under Section 7A of the Act, 42,150 were under Section 14B of the Act.
- ii) As on 31st March, 2023, there were 26,726 enquiries pending which included 8,622 under Section 7A of the Act and 18,104 under Section 14B of the Act. Of these, 5,898 (68.41%) enquiries under Section 7A of the Act were pending for more than six months and 6,194 (34.21%) enquiries under Section 14B were pending for more than six months.
- iii) Rs. 5017.32 cr. were assessed as amount due from defaulting unexempted establishments during the year.
- iv) Rs. 2732.42 cr. were recovered from defaulting unexempted establishments.
- v) Rs. 13953.18 cr. remained outstanding to be recovered from unexempted establishments. (Rs. 4567.74 cr. being Penal Damages and Interest).
- vi) Rs. 1300.88 cr. remained pending for recovery from exempted establishments.
- vii) Total amount of Rs. 15254.06 cr. was pending for recovery as on 31st March, 2023.
- viii) Total amount in Not Immediately Realisable (NIR) Category, as on 31st March 2023, was Rs. 9540.78 crore, which was 68.38% of outstanding demand (unexempted category) of Rs. 13953.18 crore. NIR amounts are locked in primarily because of pendency of litigations in various courts of the country.

3.10 Summary of Statistical Abstract (2022-23) is given in the **Appendix 3(xiv)**

CHAPTER

4

Compliance Management In EPFO

4.1 The EPF & MP Act, 1952 is a social welfare legislation enacted with a view to extend social security benefits in the form of Provident Fund, Pension and Insurance to the workforce of the country engaged in the factories in notified industries and class of establishments notified 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 of the Act and the Schemes framed thereunder by enrolling their employees as "members" of the fund, deducting contributions from their salaries and depositing the same to the fund along with their matching contributions & filing prescribed returns. The employers are also required to deposit their contribution towards Administrative/ Inspection Charges under the Act.

4.3 Action in case of non-compliance

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

- i) Dispute of applicability of the Act;
- ii) Non-payment / delayed payment of dues.
- iii) Non-enrollment of all eligible Members.
- iv) Non-submission of returns and other documents.

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

a) Inquiry 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, 1908.

(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**).

b) Action under section 7Q – Simple interest at the rate of 12% per annum or at such higher rate as may be specified in the Scheme is payable on any amount due from the employer under the Act from the date on which the amount has become due till the date of its actual payment.

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

c) Action under section 14B– Levy of damage for belated remittance of contributions 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 Schemes.

(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**).

d) Action under section 8B to 8G – Issue of prohibitory orders to third parties including post offices, bankers, insurance companies, etc. to withhold any payment due and to remit the same to the fund for appropriation against dues. In addition assets may be attached & sold and even arrest & imprisonment may be resorted to.

e) Action under section 14– Filing of prosecution against the defaulting employers before the appropriate courts of law for offences like non- 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 for committing same offence repeatedly or any other contravention of any 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)**).

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

- i) 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
- ii) 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
- iii) 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
- iv) 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.

g) Action under the Indian Penal Code 1860

- i) 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.
- ii) 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 offence.

(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).

h) 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

- a) Common online registration of establishments on the Shram Suvidha Portal.
- b) Facility for auto calculation and deposition of interest under Section 7Q (interest) and damages under Section 14B of the Act.
- c) Facility to see the compliance status of any registered establishment online on the 'Establishment Search Portal'.
- d) **Compliance e-proceedings -**
 - i) E-proceedings management system for inquiries under the EPF & MP Act, 1952 is enabled through the Compliance e-Proceedings Portal.
 - ii) All Field Offices initiate and conduct all inquiries only through Compliance e-Proceedings Portal.
 - iii) 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>
- e) **Initiation of Virtual Hearing from 01.10.2020 -**
 - i) The Organisation has started conducting all quasi-judicial proceedings in virtual mode 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.
 - ii) It has eliminated the need for the physical presence of parties in hearings before the Adjudicating Officers leading to ease and convenience for employers and employees to appear in hearings from the remote location of their choice.
 - iii) 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.
- f) **Principal Employers Functionality**
 - i) EPFO has 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 of** 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.
 - ii) 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.
 - iii) 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:

- i) PEs that are registered with EPFO can be declared by their contractors through their EPF code.
- ii) PEs not registered with EPFO can also be declared by the contractors through their TAN.
- iii) 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 record 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.

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

- i) This Web Portal was launched on 04.03.2021.
- ii) 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.
- iii) The Inspection permission request & complaints uploaded by Regional Offices on the Portal is examined by concerned Zonal Offices for inspection.
- iv) Actions taken in each case - assignment of inspections, uploading of reports, and issue of communication to complainants - gets updated on the Portal.
- v) Performance monitoring of Regional Offices by Zonal Offices & the Head Office is possible through Dashboards.

4.5 Decriminalisation of offenses

An Ad-hoc Committee from amongst the members of the CBT, EPF headed by Hon'ble Minister of State for Labour and Employment was constituted to give recommendations for wider coverage and steps to reduce litigation.

In line with the recommendations of the committee, new guidelines have been framed and issued for withdrawal of prosecution Cases filed for non-seeding of KYC details with UAN.

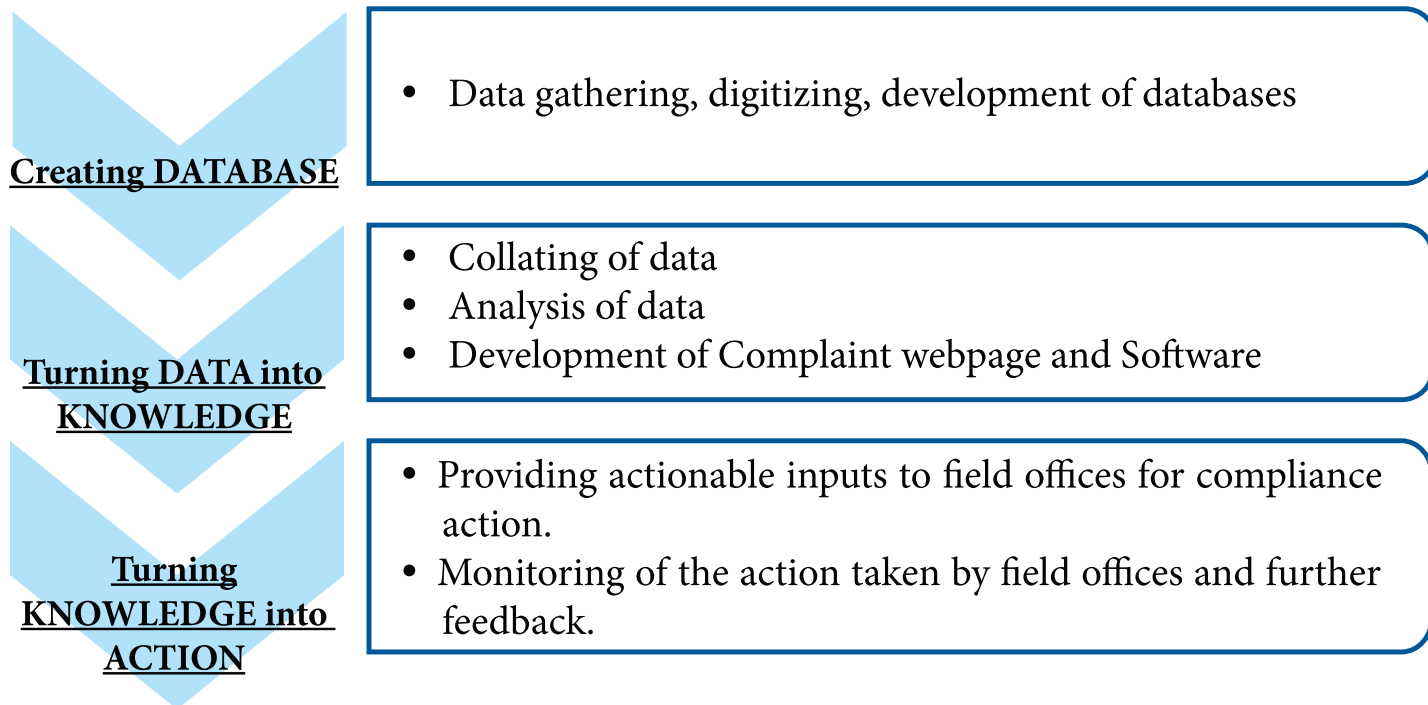
CENTRAL ANALYSIS AND INTELLIGENCE UNIT (CAIU)

4.6 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.

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

- i) 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 stake-holders.
- ii) Creation of database for targeted monitoring of establishments to achieve an optimum level of coverage of establishments and membership by developing linkages with other enforcement agencies.
- iii) 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.

4.8 Basic Processes involved in the work are as follows:



4.9 Steps taken by CAIU so far:

- For better administration of the system of processing request for permissions for optional inspections and monitor investigation into complaints regarding non-compliance, each Zonal Office now function as 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 ZO's are required to scrutiny the cases on the basis of the extant guidelines and grant permissions.
- Web facility for 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 dashboard for monitoring which has brought transparency & enhanced the efficiency of the process.
- Over a period of time after review of the functioning of the web facility, certain modifications have been incorporated in the process flow for better & efficient functioning.
- 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, MCA etc.

EXEMPTION

4.10 Introduction:

Under Section 17 of the EPF & MP Act 1952, Businesses can be permitted to manage Social Security contributions of their employees while ensuring compliance with various provisions of the Act. Such businesses known as "Exempted establishments" manage the provident fund of their employees.

The exemption is granted by the Appropriate Government. One of the preconditions to grant of exemption, is that

the Rules of the Provident Fund with respect to the rates of contribution of such an establishment are not less favourable than those specified in Section 6 and the employees are in enjoyment of other Provident Fund benefits which are again not less favourable than the employees of the other establishments of a similar character. The provision for exemption came into effect from 14th of October 1953.

EPFO is the regulator and regular supervision ensures that the employees do not suffer any disadvantage, only because the employer has chosen to seek exemption. Thus, at the core of the legislation is the 'worker' whose interest is supreme. Exemption to establishments, is an extension of this focus by injecting competitiveness over a level playing field between a publicly delivered service vis a vis a privately led service.

Exemption from operation of the EPF Scheme, 1952 is granted, subject to specified 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, Oilfields, any controlled industry or any establishments having branches in more than one state. The State Government is the Appropriate Government for any establishment situated in only that state.

4.11 Statutory Provisions

a) Grant of Exemption:

The Appropriate Government, with prior consultation with the Central Board of Trustees takes a decision for grant of exemption on individual merits that is in the interest of the workers, through a formal Gazette notification. The exemption can be granted to an establishment, a class of establishment or to an employee. While the exemption to an establishment or a class of establishment is ordered by the Appropriate Government, for an employee the authority lies with the Commissioner on an application made to this effect in a prescribed form. The conditions of exemptions are further governed through 31 terms and conditions prescribed in Appendix A of Para 27AA of EPF Scheme, 1952

b) Cancellation of Exemption:

In the event of non-compliance of the terms and conditions of the Exemption from the Employees Provident Fund Scheme, the statute provides for the cancellation of such exemption under the provisions of Section 17(4) of the Employees Provident Funds & Miscellaneous provisions Act, 1952. Cancellation is done by the authority which granted it, by order in writing.

Surrender of Exemption: In response to the changing business environment, it was seen that many establishments do not prefer to continue with the responsibility of managing Provident Fund of their employees reposing trust in public governance of EPFO. Hence in the year 2016 the Central Board of Trustees in its 215th meeting resolved to provide a guideline to regulate cases of surrender of Trust. This resolution forms the basis of accepting surrender of Trusts for reporting compliance with EPFO.

In the event of cancellation or surrender of exemption, the employer has the responsibility to transfer the entire corpus to the accounts of the Central Board of Trustees, EPF. Besides cancellation of exemption, other actions as stipulated under the EPF & MP Act 1952 may also be initiated against the defaulting establishments as per provisions and prescribed procedures.

c) Statutory duties of the Employers and Board of Trustees:

Section 17(1A) of the EPF & MP Act, 1952 provides for certain duties of the Board of Trustees. Key duties include maintaining detailed accounts to show the contributions credited, withdrawals made, and interest accrued in respect of each employee; submitting such returns to the Regional Provident Fund Commissioner; investing the provident fund monies

in accordance with the directions issued by the Central Government from time to time; and transfer, where necessary, the provident fund account of any employee; and perform such other duties as may be specified in the EPF Scheme 1952.

4.12 Governance Structure

An "Exempted Establishments Committee (EEC)" consisting of Central Provident Fund Commissioner (ex-officio) as Chairperson, Additional/Joint Secretary & Financial Advisor, and Joint Secretary (Social Security), of Ministry of Labour & Employment representing the Central Government along with Two Employers' representatives Employees' representatives each, supervise and monitor the area of EPF Exemption.

The terms of reference of the Committee are as under:

- i) 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.
- ii) To consider and suggest additional guidelines for grant of exemption/relaxation.
- iii) To review the role of exempted trusts in the context of changing business environments and current experience.

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

At the field levels, the Jurisdictional Regional Provident Fund Commissioner is responsible for regulatory function with respect to monitoring of the exempted establishments, The Jurisdictional Regional Provident Fund Commissioners are supervised by their respective Zonal Offices, headed by Zonal Additional Central Provident Fund Commissioners.

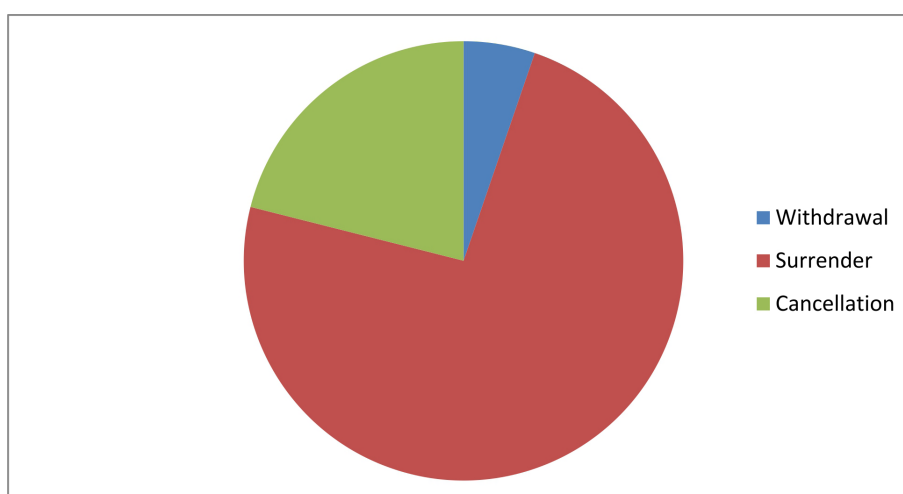
4.13 System of handling Exemption related applications

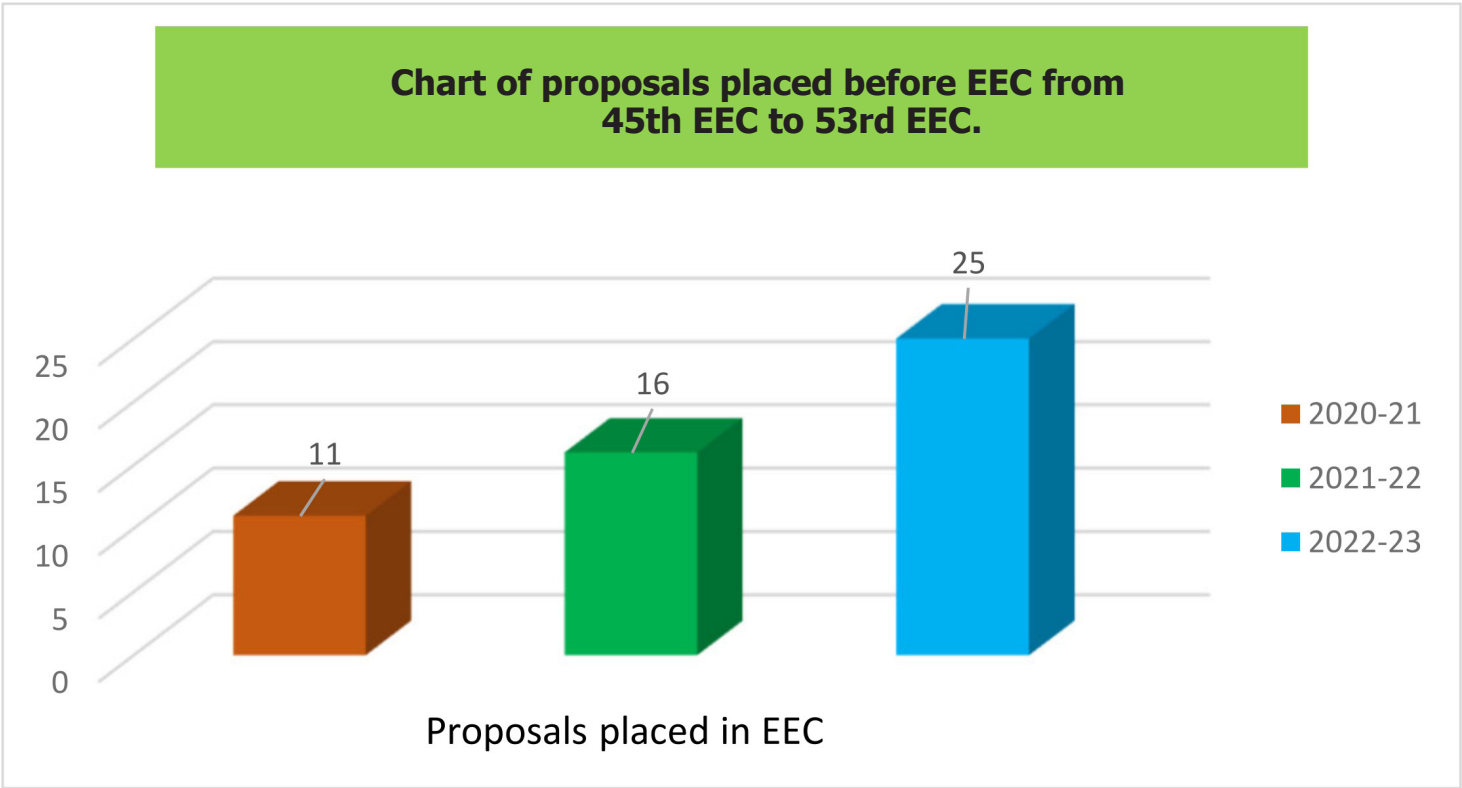
Application for grant of exemption is scrutinized by the office of the Jurisdictional Regional Provident Fund Commissioner. Complete applications, with supporting documents are forwarded to the respective Zonal Offices for further scrutiny and recommendations. The recommendations of the Zonal Offices are considered by the Head Office, for placing before the Exempted Establishments Committee, when in order as per prevailing instructions and guidelines. When recommended by this Committee a proposal is placed before the Central Board of trustees, for final recommendation to the Appropriate Government for a decision.

4.14 Achievements during 2022-2023

a) Meetings of the Exempted Establishments' Committee

During the year 2022-2023, five meetings of the Exempted Establishments' Committee met on five occasions as compared to two in 2021-22. It recommended a total of 19 cases in various categories as below that were agreed to by the Central Board for recommending to the Appropriate Government.





b) Proposals forwarded to Appropriate Government

The following cases of cancellation/surrender /withdrawal of exemption were recommended to the Appropriate Government (CBT approved):

SI No	Category	Name of Establishment
1.	Surrender	M/s Dhule and Nandurbar District Central Coop Bank Ltd, MH/6889
2.	Surrender	M/s. Ceejay Tobacco Ltd, GJ/4860-A
3.	Surrender	M/s Haplitus technologies Pvt Ltd, BG/BNG/42680
4.	Cancellation	M/s. Wahid Sandhar Sugar Limited, PN/17254
5.	Cancellation	M/s. Silver Jubilee Motors Limited, PU/PUN/1977
6.	Cancellation	M/s. Praga Tools Ltd, AP/KKP/144.
7.	Surrender	M/s. Atlas Copco (I) Limited, PU/PUN/5674.
8.	Withdrawal	M/s. Bharat Pumps and Compressors Limited, UP/4882
9.	Surrender	M/s. Egmore Benefit society limited, TN/MAS/11184.
10.	Surrender	M/s. Gujarat Alkalies & Chemicals Limited, VD/BRD/10042
11.	Cancellation	M/s. Riga Sugar Co. Ltd, BR/MUZ/182
12.	Surrender	M/s. Progressive Publicity Service Ltd, WB/PRB/5037
13.	Surrender	M/s C.R.I. Limited, WB/CAL/5010
14.	Surrender	M/s. M H Mills & Industries Limited, GJ/308
15.	Surrender	M/s Premier Supplier (P) Limited, WB/8323
16.	Surrender	M/s. Sri Ramdas Motor Transport Ltd, AP/RJY/7
17.	Surrender	M/s. Tata Technologies, PU/PUN/32389
18.	Surrender	M/s Institute for Financial Management and Research, TN/MAS/23703
19.	Surrender	M/s Goa Carbon Ltd, GOA/9962

During the year 2022-2023, following proposal for Grant/Surrender/cancellation of exemption were notified by the Appropriate Government:

Sl No	Category	Name of Establishment
1.	Surrender	M/s Progressive Publicity Service. Ltd., WB/PRB/5037

4.15 New Initiative

a) Capacity Building

To streamline and fast-tracking increasing numbers of Surrender proposals, the Central Board approved a proposal to onboard Zonal Offices. Towards this an intensive capacity building exercise has been taken. The Head Office conducted Zone wise meeting where in all the field offices and the officers and officials handling exemption desk participated. 15 such meetings were organized in the month of January and February 2023.

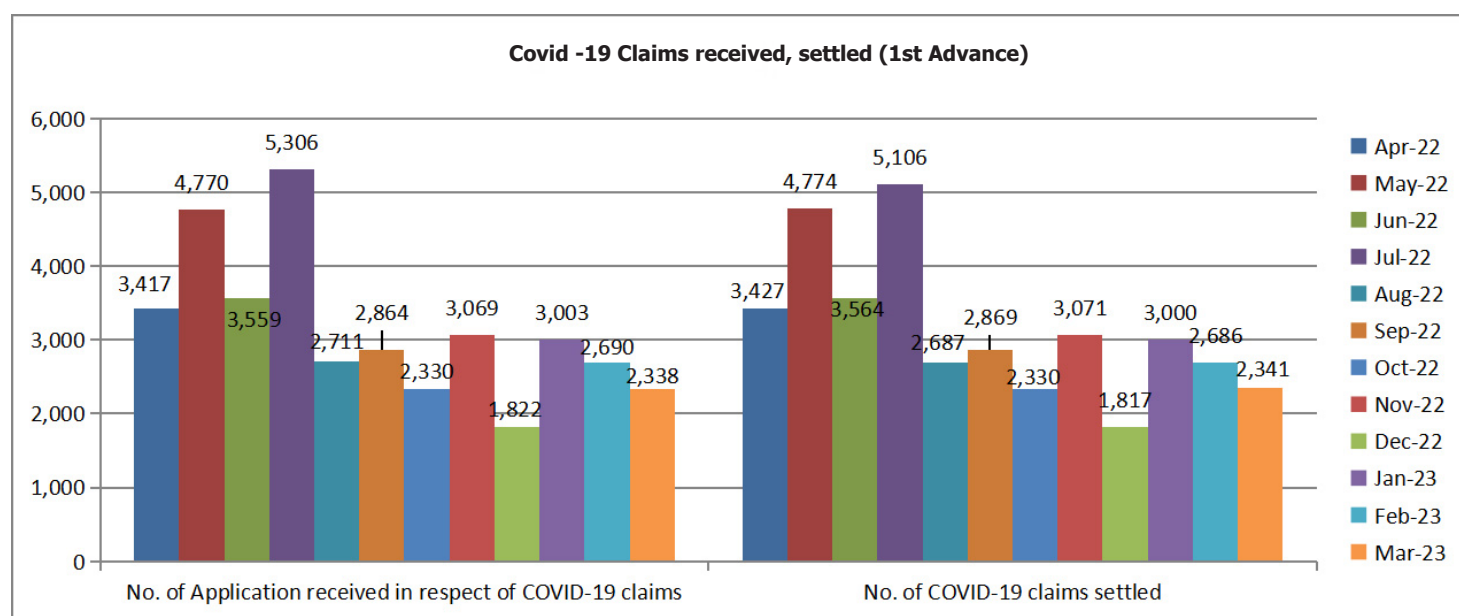
b) Online filing of Surrender/Cancellation/Grant proposals

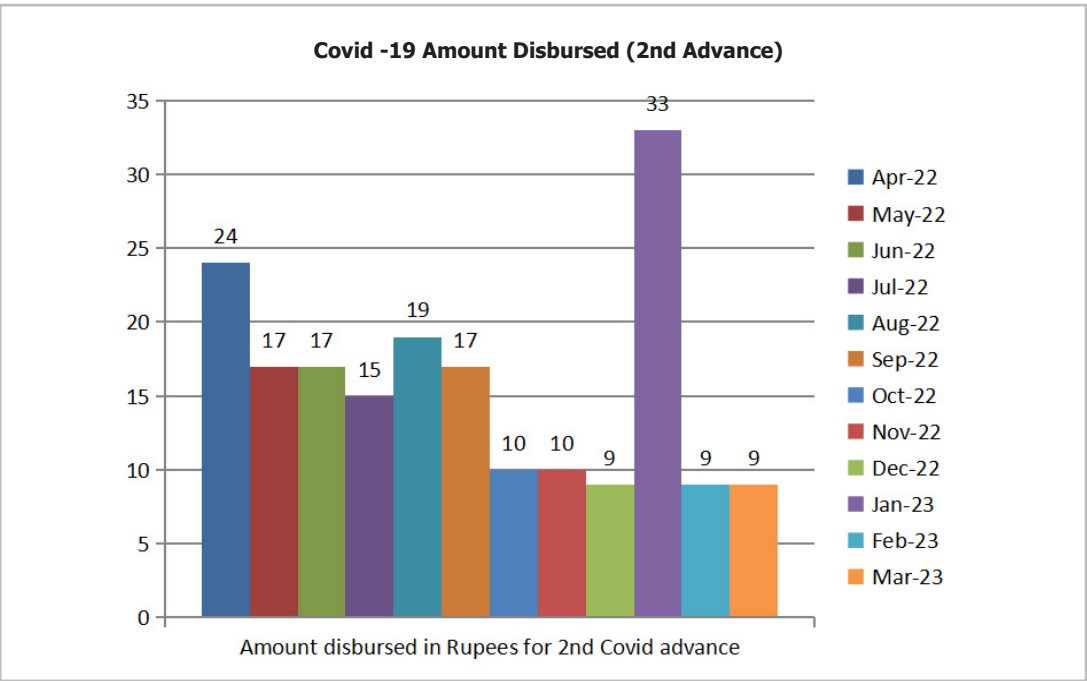
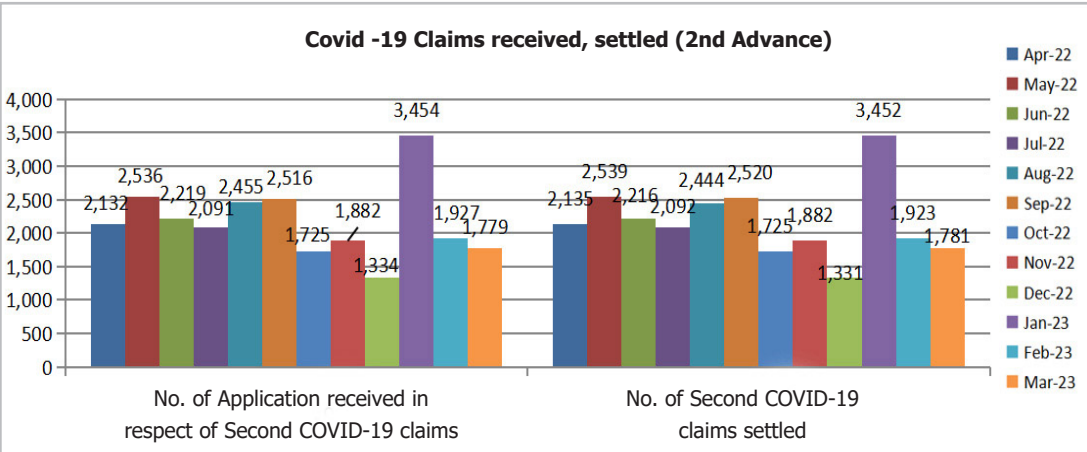
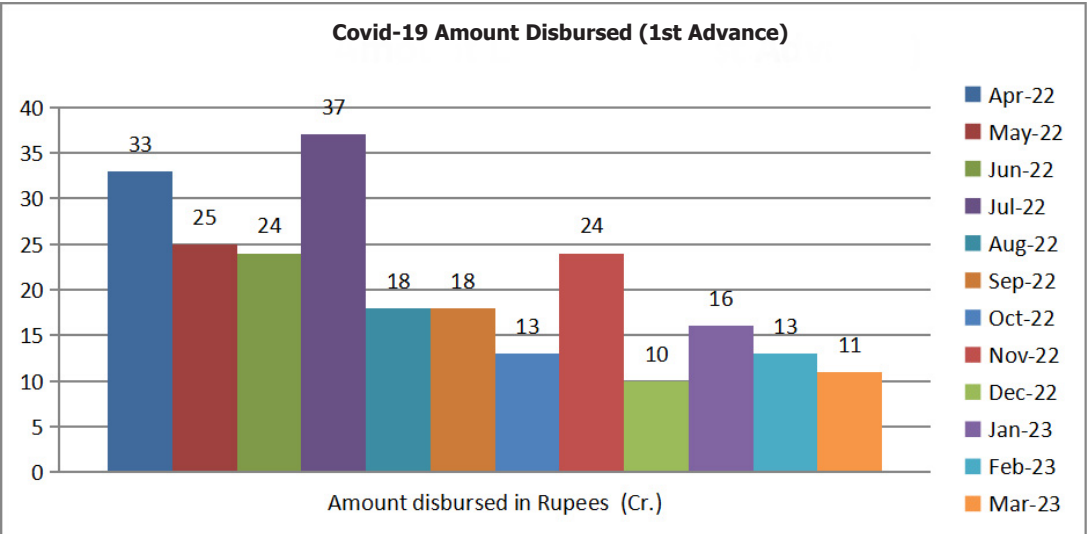
CDAC has been onboarded for development for facilitating an online process for Surrender in tune with ease of business for the Exempted Establishments. The IS division has intimated that CDAC has begun working on the SRS of online receipt of proposals of grant/cancellation/surrender.

4.16 Services and Compliance

(a) Disbursement of COVID Advance

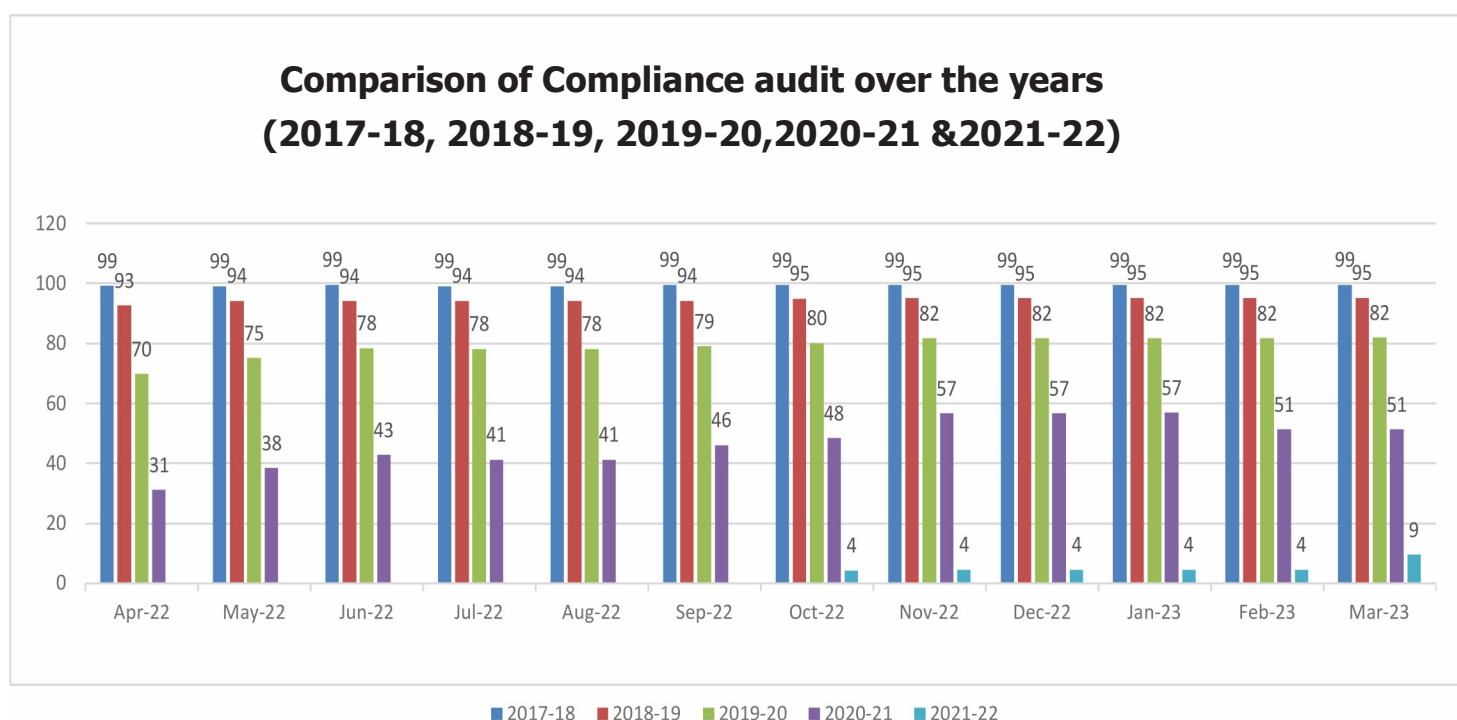
- A provision for a non-refundable advance to EPF members was introduced in the event of outbreak of epidemic or pandemic by inserting Sub-Para (3) under Para 68L of the EPF Scheme, 1952 to tide over the financial crisis. The members are eligible for an amount of advance not exceeding the basic wages and dearness allowances for three months or upto 75% of the amount standing to credit in the EPF account.
- An amount of Rs.4,41,15,05,507/-(Rs.4411.15crores) was disbursed by the Exempted Establishments to 63,712 members (consolidated 1st and 2nd Covid Advance).





(b) Compliance Audit:

EPFO as a regulator undertakes a compliance Audit of Exempted Establishments to oversee if the conditions of grant of exemptions are being adhered to by the exempted establishments. As on 31st March 2023, out of 1311 establishments, Compliance audit in respect of 1303 establishment were completed for the year 2017-18 which is 99%, 1247 establishment were completed for the year 2018-2019 which is 95%, 1073 establishments were completed for the year 2019-2020 which is 82%, 672 establishments were completed for the year 2020-2021 which is 51% and 124 establishments has been completed for the year 2021-2022 which is 9%. The Compliance audit for 2021-2022 commenced from October 2022 i.e., after completion of the 6-month period given for filing the balance sheet. This is an ongoing exercise and continuous exercise.



(c) Webinars with Exempted Establishments:

As an outreach exercise numerous webinars were organized. A total of 1529 Exempted Establishment participated. In the previous year 871 establishments had participated. The webinars focused in the areas of sensitization towards default containment, expediting death claim settlement, timely filing of online returns, importance of Aadhaar seeding and e-nominations that facilitates easy online access to the services of EPFO.

EXEMPTED ESTABLISHMENTS AND MEMBERS

4.17 There are 3344 PF exempted Establishments. 13714805 member accounts are serviced by these exempted establishments as against 13501988 member accounts during the previous year. Exempted member accounts are concentrated mainly in five states in the country namely Maharashtra, Karnataka, West Bengal, Tamil Nadu and Telangana. These five States constitute 45.84% of the total exempted establishments and 75.13% of the total membership of the exempted sector.

RECOVERY OF ARREARS IN EPFO

4.18 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.

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:

- i) Attachment and sale of movable or immovable property of the establishment or, as the case may be, of the employer;
- ii) Arrest of the employer and his detention in prison; and
- iii) 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

4.19 The scheme-wise details of assessed arrears, amounts recovered and closing balance during the year 2022-23 are as under:

ARREARS TO BE RECOVERED				(Rs. in cr.)
TYPE OF DUES		Workload	Realised	Closing Balance
a.	Provident Fund	10538.27	1775.51	8762.76
b.	EPF Administration & Inspection Charges	654.44	87.96	566.48
c.	Pension Fund	5090.00	800.96	4289.05
d.	Insurance Fund	387.85	65.35	322.51
e.	EDLI Administration & Inspection Charges	15.04	2.64	12.39
f.	TOTAL (a to e)	16685.60	2732.42	13953.18
g.	Penal Damages and Interest	5550.64	982.90	4567.74
h.	Exempted Sector	1958.47	657.60	1300.88
GRAND TOTAL (f & h)		18644.07	3390.02	15254.06

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)

4.20 Out of the total arrears of Rs. 13953.18 cr., an amount of Rs. 9540.78 cr. falls under Not Immediately Realisable (NIR) category and Rs 4412.40 cr. is realisable through recovery proceedings.

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

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

NIR amount accounts for 68.38 % 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	11279	7178.06	75.24
Under Liquidation	2546	1773.61	18.59
BIFR	476	154.05	1.61
Others	12904	435.06	4.56
TOTAL	27205	9540.78	100%

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

Sector	Amount to be recovered (Rs. in cr.)
Private	11605.21
Public	1913.29
Co-operative	434.68
Total	13953.18

4.21 Zone-wise bifurcation of arrears for all schemes as on 31.03.2023 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 31.03.2023 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. 1958.47 cr., an amount of Rs. 657.60 cr. was recovered leaving a balance of Rs. 1300.88 cr. The details are given in **Appendix-4(xviii)**. The major portion of arrears of exempted establishments is in the State of Telangana amounting to Rs. 368.50 cr. followed by Delhi amounting to Rs. 213.48 crore, West Bengal & Sikkim amounting to Rs. 145.14 crore, Jharkhand amounting to Rs. 135.66 cr. and Rajasthan amounting to Rs. 126.88 crore, together representing 76.08 % of the total arrears as depicted in **Appendix-4(xix)**.

Action taken against defaulters in the Exempted Sector

4.24 During the year 2022-23, a sum of Rs. 8.92 cr. was recovered (Bank Accounts attached) from defaulters in the exempted sector.

OTHER ACTIONS TAKEN BY EPFO FOR RECOVERY OF ARREARS

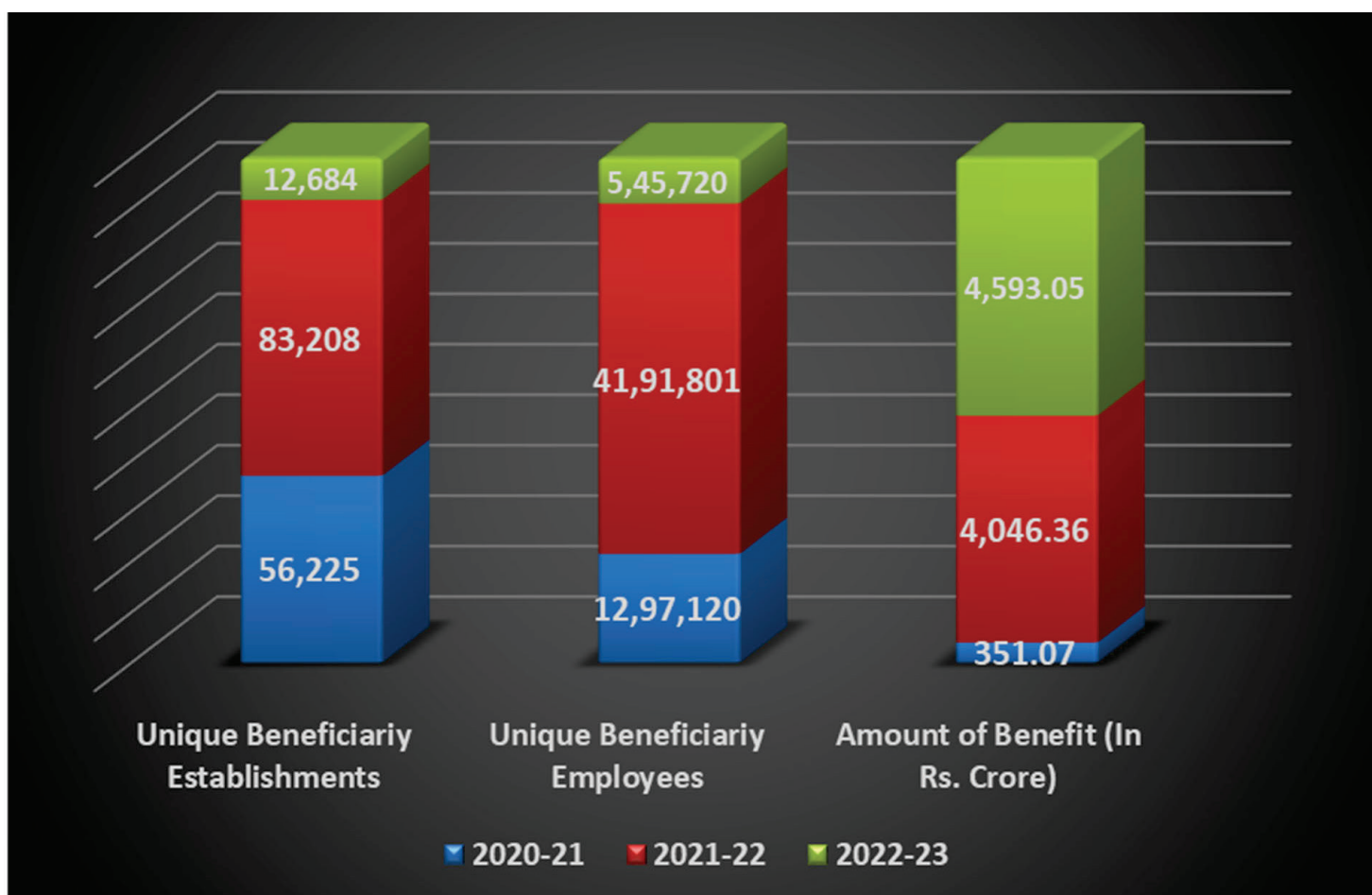
4.25 Apart from the above actions, instructions have also been issued to all RPFCs to take the following steps for recovery:

- i) To seek the help of the State Governments for recovery of arrears.
- ii) To display the names of 10 biggest defaulters of the region in the front area of the office at a prominent place.
- iii) To seek full cooperation of the State Police for attachment of movable and immovable properties of the defaulting employers.
- iv) To have the jails notified as civil prisons by the appropriate authorities.
- v) Flash the names of major defaulters on the EPFO's website.

4.26 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) **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 employee and he/ she will have a higher take home salary. Employer of eligible establishment is not required to pay his share of EPF and EPS contribution @ 12% of monthly wage of new employees of his establishment provided the total number of employees in his establishment is less than one thousand (1000) in the 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.
- iv) **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.

- v) **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 is allotted Aadhaar validated UAN Those EPF members who made exit from employment during 01.03.2020 to 30.09.2020 and join in 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.
- vi) **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. Employers have 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/EPS 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 is 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.
- vii) **Status of the scheme as on 31.03.2023:** The registration window for Establishment and New-employees has closed on 31.03.2022 however, the benefit is available for a period of twenty-four months from date of registration of new employee, not later than 31/03/2024. Number of Beneficiaries under the Scheme as on 31.03.2023:



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;e 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.

RATE OF CONTRIBUTION SINCE 1952 ONWARDS	
Period	Contribution Rate
01.04.1971 to 31.07.1988	6¼% of the total of basic wages, DA and cash value of food concession by employee. An equal amount was paid by the employer.
	As on 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 2022-23, 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:

Contributions Received from Un-exempted Establishments* (Rs. in Crore)		
	Scheme	2022-23
1.	Employees' Provident Funds Scheme	2,12,317.01
2.	Employees' Pension Scheme:	
	a) Employers' Share	56,170.84
	b) Government's Share	8,714.76
	Total:	64,885.61
3.	Employees' Deposit Linked Insurance Scheme:	
	Employers' Share	3,030.85

* 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 %
2022-23*	2,12,317.01	25.00
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

*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)
2022-23*	56,170.84	8,714.76	12.79
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

* 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 2022-23, a sum of Rs. 3,030.85 was received as against Rs. 2,568.47 cr. in the year 2021-22.

5.10 The zone-wise receipts and payments in the contribution accounts of all the three Schemes (Un-exempted Sector) for the year 2022-23 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.

Considering the resources of the Fund and meeting the expenditure for running the Scheme, the Central Board of Trustees, EPF recommends a rate that may be levied as Administrative/Inspection charges from the employers. On the recommendation of the Central Board, the rates of Administrative charges and Inspection charges are fixed by the Central Government and notified in the Gazette. 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 2022-23 relating to Employees' Provident Fund Scheme, 1952 is as below:

INCOME & EXPENDITURE ACCOUNT (Rs. in Crore)		2022-23*
INCOME:		
A	Administrative, Inspection Charges & Penal Damages (including 7Q interest)	5,374.88
B	Interest on Investments	2,064.36
C	Receipts from other accounts	52.91
D	Miscellaneous receipts	6.94
	TOTAL	7,499.09
EXPENDITURE:		
A	Revenue Expenditure	5,237.86
B	Payments to other Accounts	52.91
	TOTAL	5,290.77
Excess of Income over Expenditure		2,208.32

* Unaudited

ADMINISTRATIVE REVENUE

5.13 During the year 2022-23, 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	4,974.29	20.25	4,994.55
2	Inspection Charges	348.91	5.52	354.43
3	Penal Damages (Including 7Q Interest)	51.67	2.37	54.04
	TOTAL	5,374.88	28.14	5,403.02

* 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. During the year 2022-23, Rs. 5,374.88 cr. has been collected as Administrative Revenue as against Rs. 4,487.00 cr. collected during 2021-22 under EPF Scheme. During the year 2022-23, Rs. 28.14 cr. has been collected as Administrative, Inspection Charges, Damages and Interest charged as against Rs. 34.39 cr. collected during 2021-22 under EDLI Scheme.

5.15 Important Developments related to Banking Services

i) Centralized Collection starts in respect of J&K Bank

“As per the agreement signed between EPFO and J&K Bank, the collection of EPF dues through J&K Bank internet banking has been started since 04.11.2022.”

ii) Bank Account Validation of EPF Members

“A system for bank account validation/verification of EPF members without dispensing the role of the employer as per the Scheme and MAP provisions has been implemented to add an extra layer of security to prevent fraudulent payments. Bank account validation for accounts maintained with EPFO Collection Banks is being done through these collection Banks without any charges. For the remaining bank accounts, validation is being done through NPCI (National Payment Corporation of India).”

iii) Centralized Collection starts in respect of the Bank of Maharashtra

“As per the agreement signed between EPFO and Bank of Maharashtra, the collection of EPF dues through Bank of Maharashtra internet banking has been started since 17.03.2023.”

5.16 INVESTMENT OF FUNDS BY EPFO

A) 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>	<p>[1]Minimum 45% and upto* 65%</p>

Category	INVESTMENT PATTERN	Percentage amount to be invested
(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: 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. Total portfolio invested in this sub-category, at any time, shall not be more than 2% of the total portfolio of the fund. 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: (i) having declared profit in the immediately preceding three financial years; (ii) maintaining a minimum Capital to Risk Weighted Assets Ratio of 9%, or mandated by prevailing RBI norms, whichever is higher; (iii) having net non-performing assets of not more than 4% of the net advances; (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: 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>	[2]Minimum 20% and upto 45%

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<p>(f) The following infrastructure related debt instruments:</p> <p>(i) Listed (or proposed to be listed in case of fresh issue) debt securities issued by body corporates engaged mainly in the business of development or operation and maintenance of infrastructure, or development, construction or finance of low cost housing.</p> <p>Further, this category shall also include securities issued by Indian Railways or any of the body corporates in which it has majority shareholding.</p> <p>This category shall also include securities issued by any Authority of the Government which is not a body corporate and has been formed mainly with the purpose of promoting development of infrastructure.</p> <p>It is further clarified that any structural obligation undertaken or letter of comfort issued by the Central Government, Indian Railways or any Authority of the Central Government, for any security issued by a body corporate engaged in the business of infrastructure, which notwithstanding the terms in the letter of 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>	

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<p>Provided further that investments under this category requiring a minimum AA rating, as specified above, shall be permissible in securities having investment grade rating below AA in case the risk of default for such securities is fully covered with Credit Default Swaps (CDSs) issued under Guidelines of the Reserve Bank of India and purchased along with the underlying securities. Purchase amount of such Swaps shall be considered to be investment made under this category.</p> <p>For sub-category (c), a single rating of AA or above by a domestic or international rating agency will be acceptable.</p> <p>It is clarified that debt securities covered under category (i) (b) above are excluded from this category (ii).</p> <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%

Category	INVESTMENT PATTERN	Percentage amount to be invested
(iv)	<p>Equities and Related Investments</p> <p>Shares of body corporates listed on Bombay Stock Exchange (BSE) or National Stock Exchange (NSE), which have:</p> <p>(i) Market capitalization of not less than Rs. 5000 crore as on the date of investment; and</p> <p>(ii) Derivatives with the shares as underlying, traded in either of the two stock exchanges.</p> <p>(b) Units of mutual funds regulated by the Securities and Exchange Board of India, which have minimum 65% of their investment in shares of body corporates listed on BSE or NSE.</p> <p>Provided that the aggregate portfolio invested in such mutual funds shall not be in excess of 5% of the total portfolio of the fund at any point in time and the fresh investment in such mutual funds shall not be in excess of 5% of the fresh accretions invested in the year.</p> <p>(c) Exchange Traded Funds (ETFs) / Index Funds regulated by the Securities and Exchange Board of India that replicate the portfolio of either BSE Sensex Index or NSE Nifty 50 Index.</p> <p>(d) ETFs issued by SEBI regulated Mutual Funds constructed specifically for disinvestment of shareholding of the Government of India in body corporates.</p> <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>	Minimum 5% and upto 15%
(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>	Upto 5%

Category	INVESTMENT PATTERN	Percentage amount to be invested
	<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> <ul style="list-style-type: none"> i) 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; ii) 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; iii) Funds shall invest only in those AIFs whose corpus is equal to or more than Rs. 100 crores; iv) 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; v) 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; vi) the Sponsor of Alternative Investment Fund should not be the promoter in the Fund or the promoter group of the Fund; and vii) the AIFs shall not be managed by an 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

B) 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.

C) 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.

D) 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.

E) 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.

F) 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.

G) 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.

H) The investment of funds should be at arm's length, keeping solely the benefit of the beneficiaries in mind. For instance, investment (aggregated across such companies / organizations described herein) beyond 5% of the fresh accretions in a financial year will not be made in the securities of a company / organization or in the securities of a company / organization in which such a company / organization holds over 10% of the securities issued, by a fund created for the benefit of the employees of the first company / organization, and the total volume of such investments will not exceed 5% of the total portfolio of the fund at any time. The prescribed process of due diligence must be strictly followed in such cases and the securities in question must be permissible investments under these guidelines.

I) The prudent investment of the Funds of a trust / fund within the prescribed pattern is the fiduciary responsibility of the Trustees and needs to be exercised with appropriate due diligence. The Trustees would accordingly be responsible for investment decisions taken to invest the funds.

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

J) 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).

- i) 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.
- ii) 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 a) Debt Portfolio

- i) The funds of EPFO which are invested in debt instruments are managed by portfolio managers duly appointed by the Central Board of Trustees. The Portfolio Managers are mandated to invest the funds as per the pattern of investment notified by the Ministry of Labour & Employment and guidelines prescribed by the Central Board from time to time.
- ii) The Central Board of Trustees had approved the appointment of following two Portfolio managers for managing the EPFO corpus (Debt -side):
 - UTI Asset Management Company Ltd.
 - SBI fund management (P) Ltd.
- iii) 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. The performance benchmark is dynamic in nature and captures the 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. Performance evaluation of the Portfolio Manager is also placed before the Finance Investment and Audit Committee.

b) Performance of the Portfolio Managers for the Year 2022-23

- i) As per the report submitted by CRISIL, the Consultant of EPFO, the yield generated by the Portfolio Managers during the Financial Year 2022-23 is 7.78%, which is higher than the benchmark yield of 7.70% for financial year 2022-23.
- ii) 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.

- iii) 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.
- iv) Performance of Portfolio Managers for the period from 01.04.2022 to 31.03.2023 is as under:

Portfolio Manager	Portfolio Yield (%)	Benchmark Yield (%)
SBI AMC	7.75	7.70
UTI AMC	7.80	
Overall EPFO	7.78	

*Source – CRISIL report

- v) On the portfolio yield parameter, UTI AMC is ranked first with a portfolio yield of 7.80% compared to 7.75% generated by SBI AMC.
- vi) On the asset quality parameter, SBI AMC is ranked first due to relatively higher exposure of 33.26% into G-secs as compared to 17.51% into G-secs by UTI AMC.

5.19 Equity Portfolio

- i) The pattern of investment notified by the Ministry of Labour & Employment mandates investments in Equity and Related Investment in the range of 5% to 15%. Accordingly, EPFO started with an investment of 5% in Equity through ETFs based on the BSE Sensex Index or NSE Nifty 50 Index in August 2015. Subsequently from 2017 the investment in ETFs was increased to 15% of the fresh accretion.
- ii) The funds of EPFO which are invested in equity instruments are managed by Asset Management Companies (AMC) for ETF Investments duly appointed by Central Board of Trustees. EPFO invests these funds in the Equity instruments through ETFs based on the BSE Sensex Index or NSE Nifty 50 Index.
- iii) The Investments in the ETFs based on BSE Sensex Index or NSE Nifty 50 Index have been made till 31st March, 2023 by the following:
- SBI Funds Management Limited
 - UTI Asset Management Company Limited
- iv) EPFO has also made investments in CPSE ETF and Bharat 22 ETF.
- v) The primary objective of ETFs is to track the underlying index as closely as possible. The investment managers of ETFs attempt to replicate the investment results of the underlying index by holding all the securities in the Index in the same proportion across all times.
- vi) The performance of ETF Managers is measured in terms of the tracking error of the ETFs. Tracking error is defined as the annualised standard deviation of the daily difference in returns between the ETF and its underlying Index. A lower tracking error implies the scheme has been consistent in replicating the portfolio's underlying index and vice versa.
- vii) Tracking Error for the period from 01.04.2022 to 31.03.2023 is as under:

AMC	SBI		UTI	
ETF	NIFTY 50	BSE SENSEX	NIFTY 50	BSE SENSEX
Tracking Error	0.026%	0.028%	0.026%	0.028%

5.20 Corpus and Category wise breakup of Investments (Un-Exempted Sector)

a) Employees' Provident Fund:

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

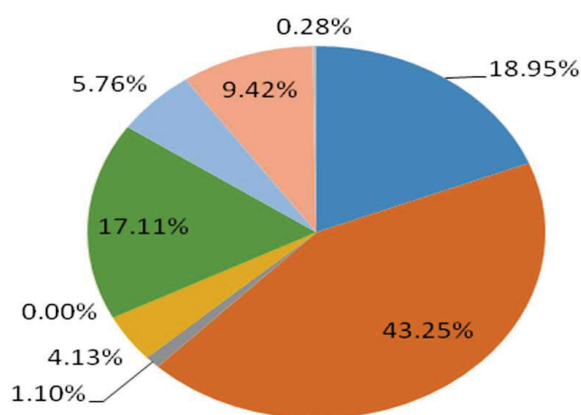
i.	Total Investments as on 31.03.2022	11,00,953.66
ii.	Total Investments as on 31.03.2023	13,04,264.41
iii.	Net addition in Investments at Face value during the year 2022-23	2,03,310.75

ii) Category wise break up of investments:

Rs. in Crs

Sl. No.	Category	Face Value as on 31.03.2023 (Rs. in Crore)	Percentage
i.	Central Govt. Securities (CTG)	2,47,189.81	18.95%
ii.	State Development Loan (SDL)	5,64,121.56	43.25%
iii.	State Guaranteed Securities (STG)	14,288.16	1.10%
iv.	Special Deposit Scheme (SDS)	53,918.25	4.13%
v.	Public Account with Central Govt.	-	0.00%
vi.	Corporate Bonds - PSU/PSFIs	2,23,135.56	17.11%
vii.	Corporate Bonds -Private Sector (PVT)	75,133.64	5.76%
viii.	ETF	1,22,842.01	9.42%
ix.	TREPS/LMF in hand	3,635.41	0.28%
TOTAL		13,04,264.41	100.00%

Investments in EPF Scheme



- Central Govt. Securities (CTG)
- State Development Loan (SDL)
- State Guaranteed Securities (STG)
- Special Deposit Scheme (SDS)
- Public Account with Central Govt.
- Corporate Bonds - PSU/PSFIs
- Corporate Bonds -Private Sector (PVT)
- ETF
- TREPS/LMF in hand

b) Employees' Pension Fund:

i) Investment (at face value)

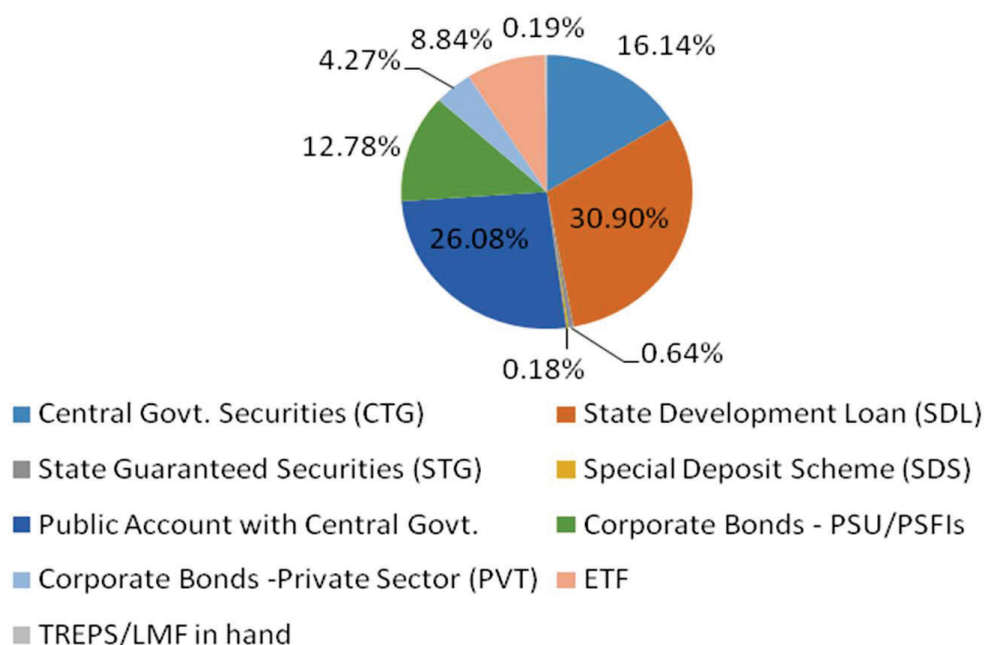
Rs. in Crs

i.	Total Investments as on 31.03.2022	6,75,261.83
ii.	Total Investments as on 31.03.2023	7,70,604.05
iii.	Net addition in Investments at Face value during the year 2022-23	95,342.22

ii) Category wise break up of investments:

Rs. in Crs

Sl. No.	Category	Face Value as on 31.03.2023 (Rs. in Crore)	Percentage
i.	Central Govt. Securities (CTG)	1,24,364.82	16.14%
ii.	State Development Loan (SDL)	2,38,085.19	30.90%
iii.	State Guaranteed Securities (STG)	4,909.40	0.64%
iv.	Special Deposit Scheme (SDS)	1,400.52	0.18%
v.	Public Account with Central Govt.	2,00,935.34	26.08%
vi.	Corporate Bonds - PSU/PSFIs	98,471.56	12.78%
vii.	Corporate Bonds -Private Sector (PVT)	32,884.06	4.27%
viii.	ETF	68,107.20	8.84%
ix.	TREPS/LMF in hand	1,445.95	0.19%
	TOTAL	7,70,604.05	100.00%

Investments in EPS Scheme

c) Employees' Deposit Linked Insurance Fund

i) Investment (at face value)

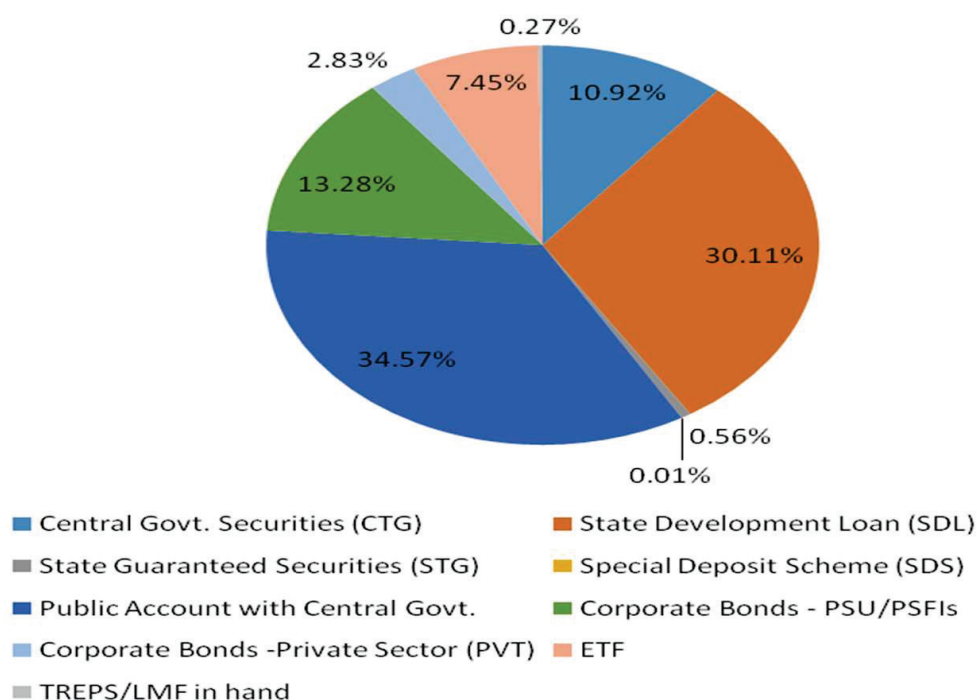
Rs. in Crs

i.	Total Investments as on 31.03.2022	37,218.69
ii.	Total Investments as on 31.03.2023	41,062.80
iii.	Net addition in Investments at Face value during the year 2022-23	3,844.09

ii) Category wise break up of investments

Rs. in Crs.

Sl. No.	Instrument/Asset	Face Value as on 31.03.2023	Percentage
i.	Central Govt. Securities (CTG)	4,485.70	10.92%
ii.	State Development Loan (SDL)	12,363.32	30.11%
iii.	State Guaranteed Securities (STG)	230.50	0.56%
iv.	Special Deposit Scheme (SDS)	2.50	0.01%
v.	Public Account with Central Govt.	14,197.32	34.57%
vi.	Corporate Bonds - PSU/PSFIs	5,451.66	13.28%
vii.	Corporate Bonds -Private Sector (PVT)	1,160.59	2.83%
viii.	TREPS/LMF in hand	112.48	0.27%
ix.	ETF	3058.73	7.45%
TOTAL		41,062.80	100.00%

Investments in EDLI Scheme


d) Staff Provident Fund

i) Investment (at face value)

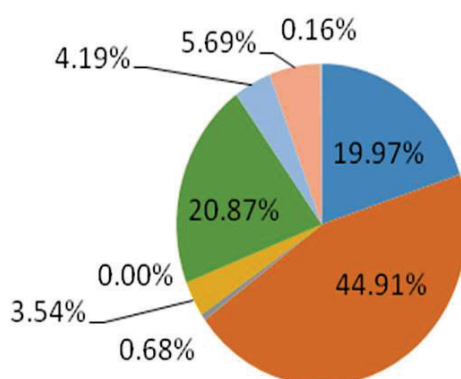
Rs. in Crs

i.	Total Investments as on 31.03.2022	2,178.26
ii.	Total Investments as on 31.03.2023	2,354.75
iii.	Net addition in Investments at Face value during the year 2022-23	176.49

ii) Category wise break up of investments

Rs. in Crs

Sl. No.	Instrument/Asset	Face Value as on 31.03.2023	Percentage
i.	Central Govt. Securities (CTG)	470.28	19.97%
ii.	State Development Loan (SDL)	1,057.42	44.91%
iii.	State Guaranteed Securities (STG)	16.00	0.68%
iv.	Special Deposit Scheme (SDS)	83.33	3.54%
v.	Public Account with Central Govt.	0.00	0.00%
vi.	Corporate Bonds - PSU/PSFIs	491.37	20.87%
vii.	Corporate Bonds -Private Sector (PVT)	98.62	4.19%
viii.	TREPS/LMF in hand	3.67	0.16%
ix.	ETF	134.06	5.69%
TOTAL		2,354.75	100.00%

Investments in SPF Scheme

e) Staff Pension and Gratuity

i) Investment (at face value)

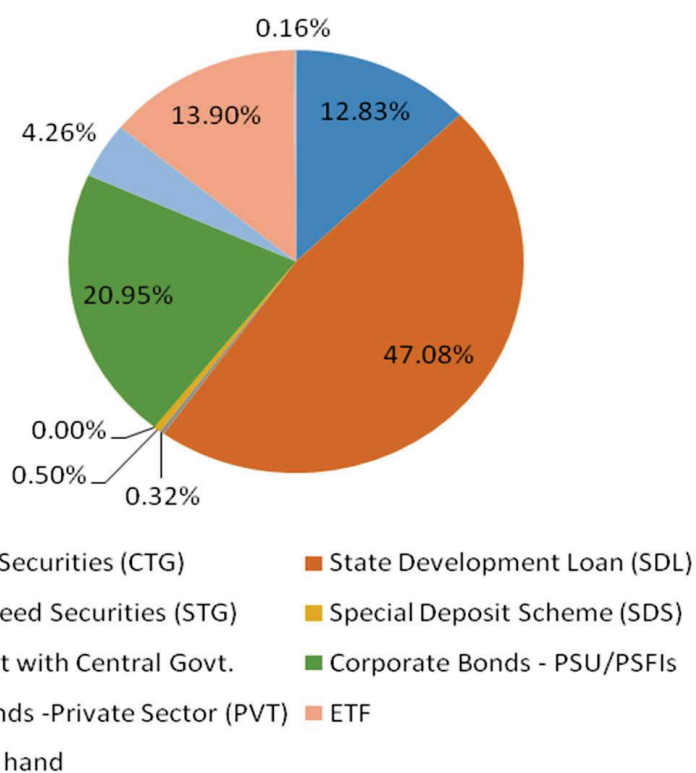
Rs. in Crs

i.	Total Investments as on 31.03.2022	14,955.00
ii.	Total Investments as on 31.03.2023	18,312.68
iii.	Net addition in Investments at Face value during the year 2022-23	3,357.68

ii) Category wise break up of investments

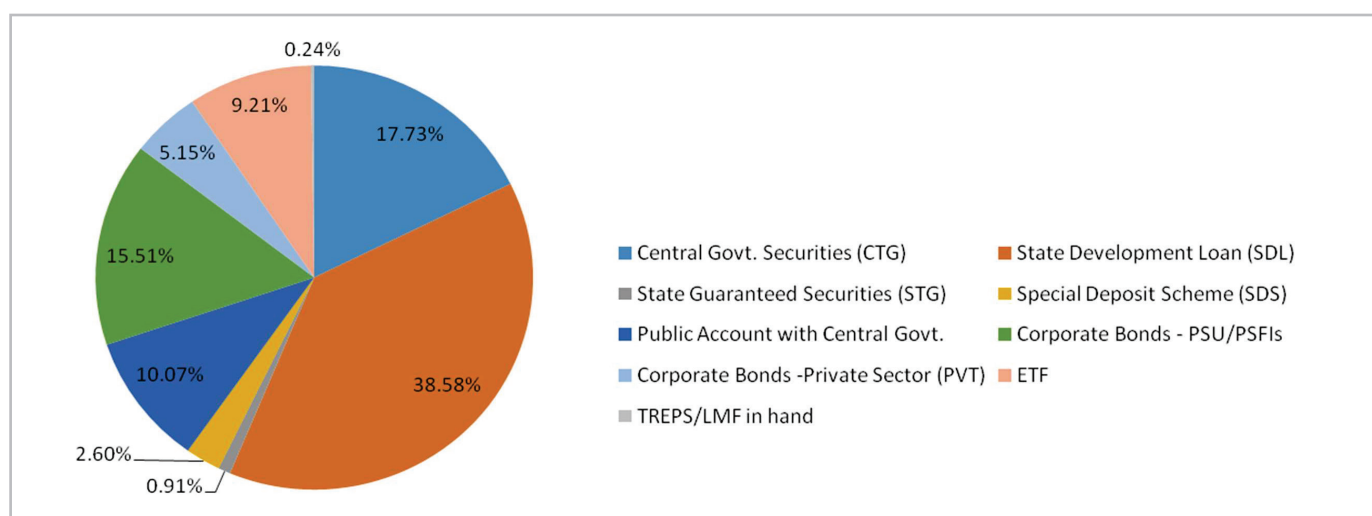
(Rs. in Crs)

Sl. No.	Instrument/Asset	Face Value as on 31.03.2023	Percentage
1.	Central Govt. Securities (CTG)	2,348.87	12.83%
2.	State Development Loan (SDL)	8,621.14	47.08%
3.	State Guaranteed Securities (STG)	57.90	0.32%
4.	Special Deposit Scheme (SDS)	91.79	0.50%
5.	Public Account with Central Govt.	0.00	0.00%
6.	Corporate Bonds - PSU/PSFIs	3,837.20	20.95%
7.	Corporate Bonds -Private Sector (PVT)	780.34	4.26%
8.	TREPS/LMF in hand	29.15	0.16%
9.	ETF	2546.28	13.90%
TOTAL		18,312.68	100.00%

Investments in PNG Scheme


Consolidated statement of category wise investment of corpus under different schemes at face value as on 31.03.2023 [Including Equity related investments].

Schemes						(Rs. in Crore)	
Category	Employees' Provident Fund	Employees' Pension Fund	Employees' Deposit Linked Insurance Fund	Staff Provident Fund	Staff Pension and Gratuity Fund	Total	%
Central Govt. Securities (CTG)	2,47,189.81	1,24,364.82	4,485.70	470.28	2,348.87	3,78,859.48	17.73%
State Development Loan (SDL)	5,64,121.56	2,38,085.19	12,363.32	1,057.42	8,621.14	8,24,248.63	38.58%
State Guaranteed Securities (STG)	14,288.16	4,909.40	230.50	16.00	57.90	19,501.96	0.91%
Special Deposit Scheme (SDS)	53,918.25	1,400.52	2.50	83.33	91.79	55,496.40	2.60%
Public Account with Central Govt.	-	2,00,935.34	14,197.32	0.00	0.00	2,15,132.67	10.07%
Corporate Bonds - PSU/PSFIs	2,23,135.56	98,471.56	5,451.66	491.37	3,837.20	3,31,387.36	15.51%
Corporate Bonds -Private Sector (PVT)	75,133.64	32,884.06	1,160.59	98.62	780.34	1,10,057.25	5.15%
ETF	1,22,842.01	68,107.20	3,058.73	134.06	2,546.28	1,96,688.29	9.21%
TREPS/LMF in hand	3,635.41	1,445.95	112.48	3.67	29.15	5,226.66	0.24%
Total	13,04,264.41	7,70,604.05	41,062.80	2,354.75	18,312.68	21,36,598.69	100.00%

Investments in All Scheme

5.21 The details of category and coupon wise investment at Face Value (Debt) (Un-exempted Sector) in respect of different schemes, i.e., EPF Scheme 1952, EPS 1995, EDLI Scheme 1976, SPF and SP&G are given in **Appendix-5(ii) to 5(vi)**

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

INVESTMENTS MADE BY EXEMPTED ESTABLISHMENTS DURING 2022-23	
Category of Investment	Amount Invested (Rs. in cr.)
Special Deposit Account	11,568.28
Govt. Guaranteed Securities	20,650.99
State Govt. Securities	24,756.84
Others	76,256.59
TOTAL GROSS INVESTMENT	1,33,232.71
LESS: Redemption	55,586.19
TOTAL NET INVESTMENT	77,646.52

5.23 RATE OF INTEREST TO MEMBERS

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

PRODUCTIVITY LINKED BONUS TO EPFO EMPLOYEES

5.24 Office-wise details of Productivity Linked Bonus for the year 2021-22 paid during the year 2022-23 to the employees of EPFO are given in **Appendix-5(viii)**.

CHAPTER

6

Customer Service, Communications & Public Relations

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-

- i) CPGRAMS
- ii) EPFIGMS
- iii) Call Centre
- iv) Whatsapp Business Helpline
- v) Twitter and FB account of EPFO & MoL&E
- vi) FAQs
- vii) 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..

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 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). Centralized Public Grievance Redress And Monitoring System (CPGRAMS) 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/Organizations who scrutinize and take action for speedy and favorable redress of these grievances which has been successfully implemented in EPFO. All the offices are regularly using CPGRAMS to monitor & redress the grievances.

b) Monitoring of grievances received under CPGRAMS Portal.

- i) 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 MoL&E for its final disposal. The Ministry of Labour then replies to the citizen except in case of grievances pertaining to DPG which are disposed of by DPG itself.
- ii) 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.

- iii) With respect to grievances registered on CPGRAMS Portal, feedback is also taken over calls from numerous complainants every month to know the quality of redressal of grievances on CPGRAMS portal.
- iv) 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
2021-22	94377	93081	98.62%	14
2022-23	128319	126982	98.95%	7

The total number of grievances received in 2021 - 22 is 94377 whereas in 2022-23 it increased to 128319 which is 35.96% more than 2021-22. However, the average time taken to resolve the grievances has been reduced to 7 days in 2022-23 as compared to 14 days in 2021-22.

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

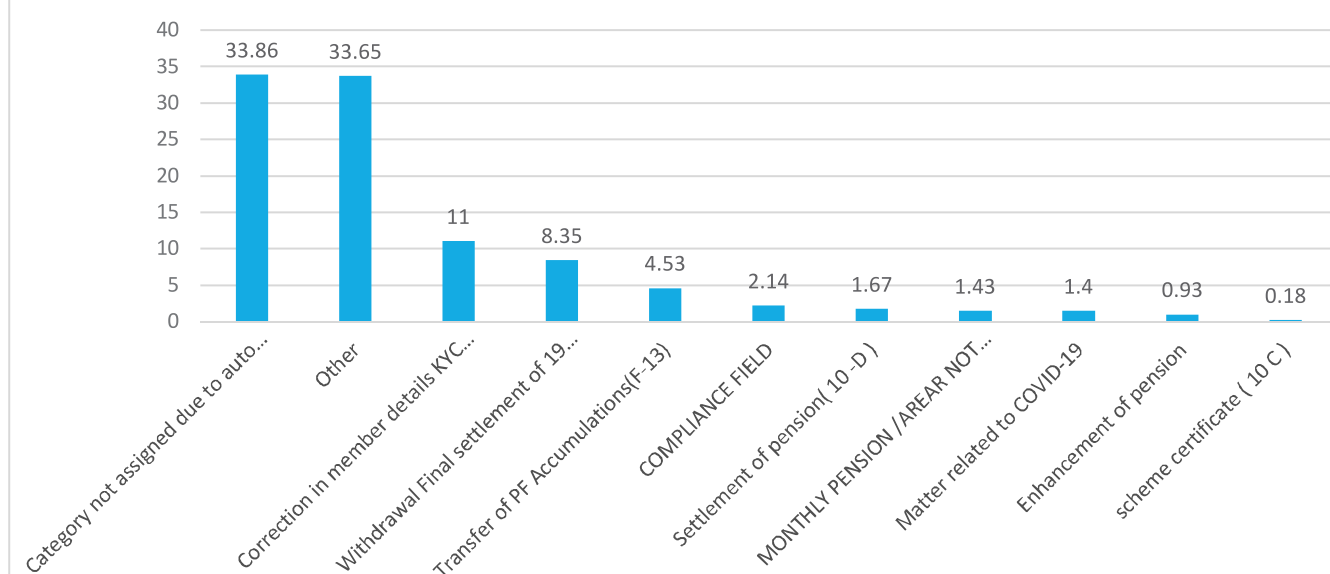
S. No.	Grievance Source	Total Receipt	Disposed	Disposal Percentage
1.	DPG	4644	4402	94.79
2.	DARPG	1939	1930	99.54
3.	Local/Internet	109647	108583	99.03
4.	President Secretariat	214	213	99.53
5.	Pension	3463	3409	98.44
6.	PMO	8412	8333	99.06

Quality analysis of top categories in CPGRAMS (2022-23):

Grievance Category	Brought Forward	Received During	Total Receipt	Disposal	Receipt %
Category not assigned due to auto forward	6	46918	46924	44749	33.86
Other	1019	45606	46625	46366	33.65
Correction in member details KYC updation	102	15142	15244	15173	11.00
Withdrawal Final settlement of 19 20 10C 31	91	11487	11578	11524	8.35
Transfer of PF Accumulations(F-13)	92	6181	6273	6239	4.53
Compliance Field	2	2957	2959	2945	2.14
Settlement of pension(10D)	31	2290	2321	2270	1.67
Monthly Pension /Arrear not Released	9	1968	1977	1947	1.43
Matter related to COVID-19	2	1937	1939	1939	1.40

Grievance Category	Brought Forward	Received During	Total Receipt	Disposal	Receipt %
Enhancement of pension	3	1285	1288	1276	0.93
scheme certificate (10 C)	7	244	251	248	0.18
Interest Related	1	244	245	241	0.18
PF/Pension Amount Settled Less	3	238	241	241	0.17
Payment of insurance benefit (5 IF)	1	226	227	222	0.16
IS NDC for technical problem	0	169	169	162	0.12
Grievance not pertains to EPFO	0	141	141	139	0.10
suggestions	5	72	77	77	0.06
HR HQ and HR Field	0	41	41	41	0.03
Cheque returned/misplaced	0	28	28	28	0.02
Compliance HQ	0	12	12	12	0.01
Pension HQ	0	9	9	9	0.01
Finance	0	6	6	6	0.00
Exemption	0	1	1	1	0.00
Issue of PF slip PF Balance	0	1	1	1	0.00
Total	1374	137203	138577	135856	100.00

Quality analysis of top 10 categories in CPGRAMS (2022-23)



c) Appeals in CPGRAMS

- i) 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.
- ii) The Appeal Position for FY 2022-23 is as follows:-

Total Appeals Received	Total Appeals Disposed	Appeals Pending as on 31/03/2023
25,999	25,367	632

6.4 Special campaign for disposal of grievances on priority

- i) The Government undertook a Special Campaign for disposal of pending matters during the period 2nd October 2022 to 31st October, 2022.
- ii) 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.
- iii) The Department of Administrative Reforms and Public Grievances (DARPG) has been designated as the nodal Department for the campaign.

6.5 EMPLOYEES PROVIDENT FUND ONLINE GRIEVANCE MANAGEMENT SYSTEM (EPFIGMS)

A) Features of EPFIGMS

a) EPFIGMS launched in 2010 is an internet based grievance management system, developed by CSD in collaboration with NIC, and is customized 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 it is 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 the 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:-

- i) Bilingual as the grievances can be registered both in English and Hindi.
- ii) OTP verification to authenticate the user.
- iii) Online lodging of grievance/complaint based on UAN
- iv) UAN integrated with master database of EPFO resulting in identification of EPF office for redressal of grievance
- v) Quick resolution - the lodged grievance is directed to the officer who is handling the account of the member.

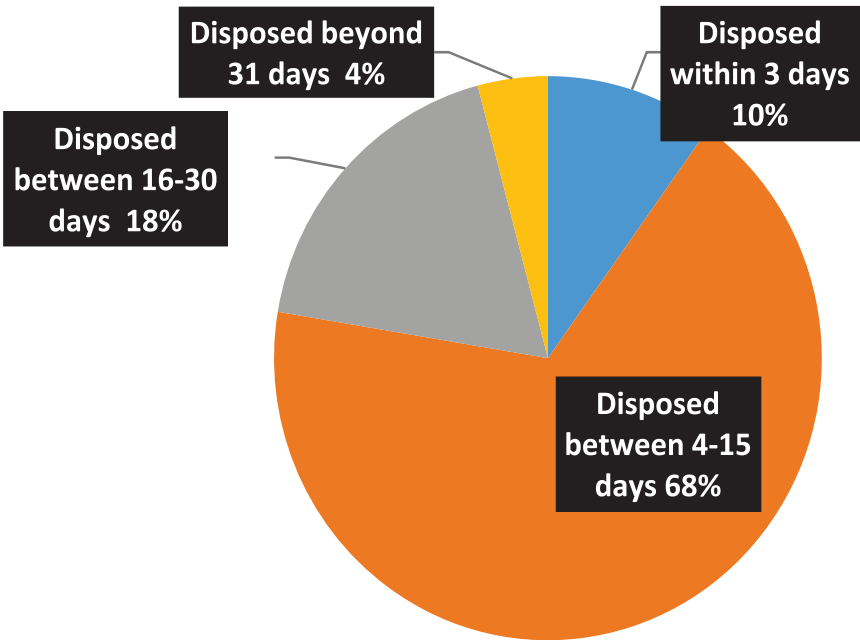
- vi) Comprehensive Categorization – 60 categories introduced to identify exact nature of grievance
- vii) Grievance closure only after satisfaction of complainant
- viii) Feedback by complainant on (a)Portal Interface (b)Quality of Redressal
- ix) Multiple document upload - Up to 3 documents can be uploaded in one grievance
- x) Interactive system - Complainant can send online comments/ clarifications when asked
- xi) Interim reply to complainant can be sent in case redress is delayed
- xii) Dedicated Email and SMS facility to provide communications and alerts.
- xiii) 3-level escalation of grievances-RO, Zonal and HO
- xiv) 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

B) Grievances Registered & Disposed in EPFiGMS

Year	No. of Grievances	Disposed	% of Disposal
2022-23	14,23,391	13,82,917	97.16%



- 78% of grievances resolved within 15 days
- 96% of grievances resolved within 30 days

In EPFiGMS, in the year 2021-22 the grievances received were 15,45,474 whereas in 2022-23 it has reduced to 14,23,391 which is 7.9% less than 2021-22.

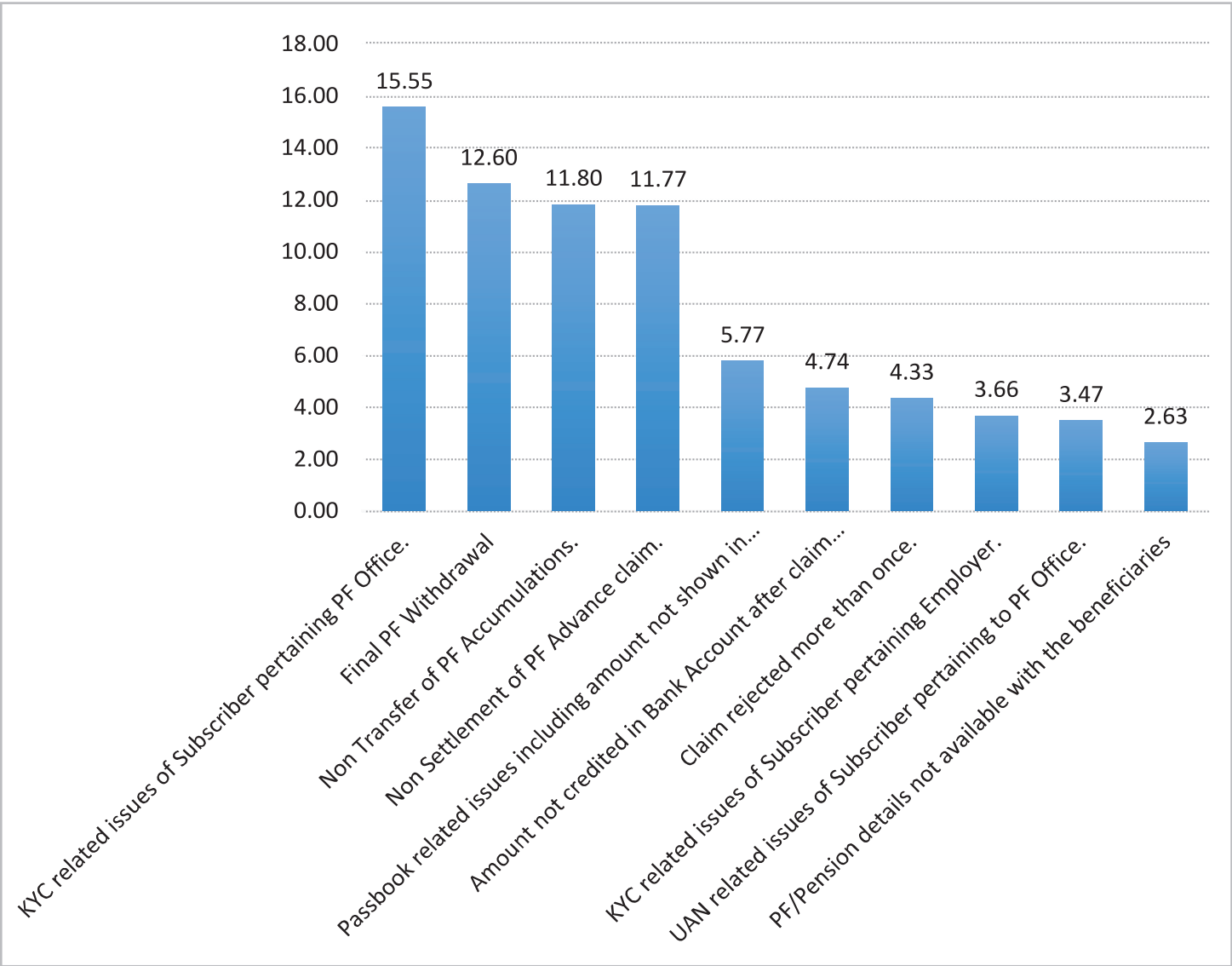
C) COVID-19 grievances of EPFiGMS

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

- i) Covid-19 Advance related
- ii) PMGKY related
- iii) Claims rejected more than once

During the year 2022-23, 22,285 grievances related to COVID-19 advances were received and 22,054 were disposed of with 98.96% of disposal.

D) Qualitative analysis of grievances in EPFiGMS during the period 01-04-2022 to 31-03-2023:

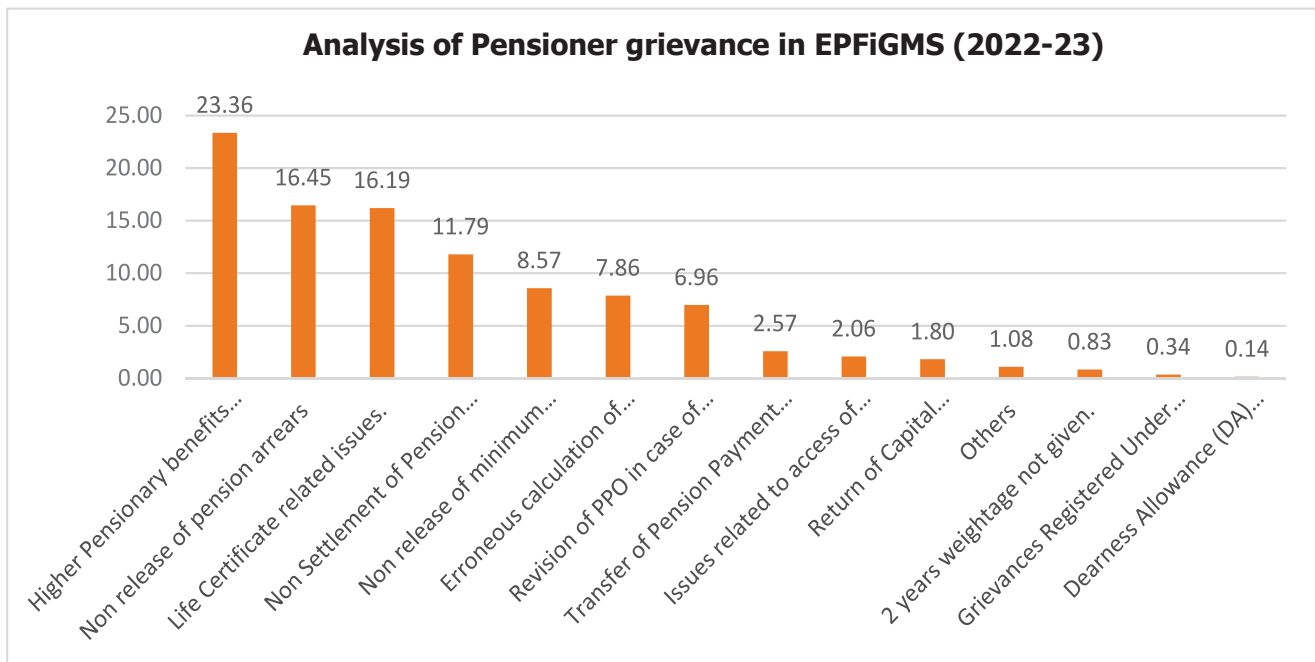
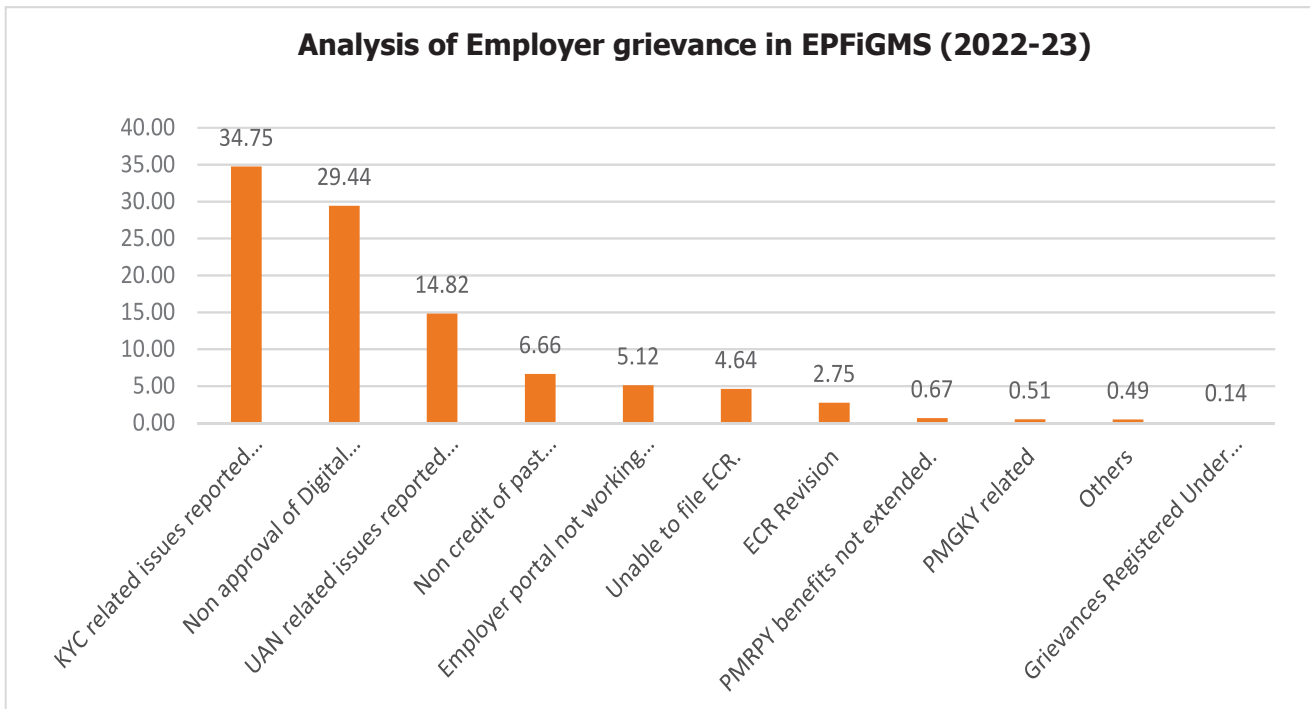


Category Analysis is being done regularly as it is a tool to assist Management in improving the system so as to minimise the grievances.

E) EPFiGMS in UMANG APP-

EPFiGMS has been onboarded in UMANG app during September, 2020. The data of UMANG App for the Financial year 2022-23 is as follows:

Period	Grievance Registered	Grievance Registered through UMANG	Percentage
2022-23	13,98,084	95,978	6.86%



F) Grievances on the category of Higher pensionary benefits on Higher Pension for the period from 01.04.2021 to 31.03.2023

Year	Total Receipts	Disposed	Pending
01.04.2021 to 31.03.2023	3922	3358	569

G) 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 14,23,391 Total grievance receipt during 2022-23, 13,82,917 grievances have been disposed i.e. (97.16%). Out of 13,82,917 grievance disposal, EPFO received 2,14,783 feedback from the stakeholders i.e. (15.53%). Further, out of that 2,14,783 feedback, 92,950 (43.28%) feedbacks are 3 star and above. Hence, it is presumed that the majority of stakeholders are satisfied with the grievance resolution mechanism in EPFO. The feedback also obtained from the stakeholders for the portal performance and improvement. During the period 01.04.2022 to 31.03.2023, 80.36 % feedback 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 2022-23, 34,58,307 calls were attended in the Call Centre at New Delhi and 8 Zonal Call Centres.

- i) 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
- ii) 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%).
- iii) During the year 2022-23, the average calls received per day has increased to almost 9909 calls per day (almost 85.67% more than previous year)
- iv) 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, Kannada, Marathi, Gujarati, Hindi and Assamese respectively in addition to Hindi and English.
- v) Constant monitoring of live calls by utilizing the feature of interception has ensured the quality of reply furnished to the stakeholders.
- vi) The facility of recording all calls with a time shelf of six months ensures the complaint verification.
- vii) 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.

viii) 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.

6.7 WHATSAPP BUSINESS HELPLINE

- i) 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.
- ii) A dedicated team in each Regional Office ensures the reply to the queries within 24 hours.
- iii) During the year 2022-23, 4,33,930 Grievances/Queries through WhatsApp Helpline were received of which 4,26,259 have been resolved(98.23%).
- iv) Frequently Asked Questions/Self-explanatory texts and standardized infographic has been shared in different regional languages in the catalogue features on the helpline for the benefit of all stakeholders.
- v) End to end encryption of WhatsApp Helpline assures total security.
- vi) 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 Ministry of Labour & Employment and Minister of State (Labour & Employment) (Independent Charge) pertaining to EPFO have also been redressed. During the period 01.04.2022 to 16.01.2023, 1187 grievances/queries have been received and the same have been redressed.

Month	No. of Grievances Received	No. of Disposed	Pending
April,2022	177	177	Nil
May, 2022	202	202	Nil
June, 2022	145	145	Nil
July, 2022	79	79	Nil
August, 2022	106	106	Nil
September, 2022	104	104	Nil
October,2022	85	85	Nil
November, 2022	108	108	Nil
December, 2022	128	128	Nil
Till 16th January, 2023	53	53	Nil
February, 2022	164	164	Nil
March, 2022	137	137	Nil
Total	1187	1187	Nil

* For the month of February and March 2023, No queries/grievances received from MoL&E Media team.

b) On EPFO's platform

- i) EPFO has an impressive presence on Social Media on Facebook, Twitter, Whatsapp and Quora.
- ii) The replies furnished on Social Media upto 31.03.2023 is as under:-

	No. of queries received	No. of queries replied	Pendency	Disposal %
FaceBook	42,432	42,432	0	100%
Twitter	14,016	14,016	0	100%

6.9 FAQs

- i) A total of 375 FAQs pertain to EPFO categorised Division wise and Category wise.
- ii) 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
- iii) FAQs are successfully uploaded in English as well as Hindi language on the EPFO Website.
- iv) 375 FAQs have been uploaded on the Quora Handle of EPFO.
- v) 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 organization has a PRO (Public Relation Officer) and a Facilitation Center. All visitors are received at the facilitation centre and proper guidance/clarifications are given to them about various services/benefits extended by the organization. Their grievances, if any, are also redressed.

6.11 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.:

- i) An SMS is sent to all PF Subscribers in whose account the Employers Share of PF has not been credited.

- ii) 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 SANTUSHT

- i) Office of H'ble Minister (L&E) has created a Santusht cell for monitoring the grievance redressal of stakeholders wherein ACC/HQ/CSD has been nominating as the nodal officer for EPFO.
- ii) Grievances are also received from Santusht Cell of MoL&E through email and physical dak.
- iii) A dedicated email id also created. (santusht.csd@epfindia.gov.in)
- iv) The total no. grievances received on mails in 2022-23 is 4,827.

6.14 VIP CASES

Special emphasis is laid on monitoring and disposal of offline and email grievances/Time line/TD cases received from MoL&E, MPs, MLAs, Lok Sabha Sectt, Rajya Sabha Sectt., CBT members, CVO, NHRC, National Commission for SC/ST and other Commissions.

6.15 NIDHI AAPKE NIKAT 2.0

Nidhi Aapke Nikat 2.0 is not only a grievance redressal platform and information exchange network for the employers and the employees but also a platform for exchange of information with the district level authorities of various State and Central Government departments.

Under the Nidhi Aapke Nikat 2.0, EPFO reaches out to all its stakeholders, thereby increasing accessibility and visibility of the organization in all the districts of the country. The aim of the programme is to reach out to all the districts in the country on the same day every month. The Nidhi Aapke Nikat 2.0 will be conducted on 27th of every month starting from January 2023.

Nidhi aapke Nikat is an interactive platform for employees, employers, pensioners etc, It is an information exchange program for all stakeholders to ensure on the spot grievance redressal and those grievances, which is not resolved on the spot, same is to be registered on EPFiGMS portal for resolution.

The data for grievances registered in EPFiGMS under the category "Nidhi Aapke Nikat" for the period from 01.01.2023 to 31.03.2023 is as follows:-

Receipts	Disposed	Pending
933	738	195

6.16 RECOGNITION & AWARDS

- i) DARPG has developed Grievance Redressal Index based on quantity and quality of redressal, to rank Ministries/Departments. For the month of September 2022 Ministry of Labour and Employment is the 2nd top performer in the Grievance Redressal Index. More than 90% of the Grievances disposed of by MoL&E pertain to EPFO.
- ii) Average Grievance Redressal Time in all the Ministries/Departments in September, 2022 was 27 Days. EPFO with Avg Disposal days of 7 is at par with third best performer.
- iii) EPFO has been ranked as Top Performing Grievances Redressal Officers having disposed of the maximum number of grievances (63242) in the year 2022.

The Excellent performance has become possible only due to stellar work done by the Regional Offices /Zonal Offices/HO Divisions and CSD section.

COMMUNICATION & PUBLIC RELATIONS DIVISION

6.17 The Communication & Public Relations Division (C&PR) division represents the nodal desk for public relations to establish and maintain relationships with stakeholders as well as the media, and other opinion makers of the society. Its responsibilities include designing communications campaigns, issuing press releases, coordinating with the press, 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.

Press releases were issued from time to time for bringing forth developments in EPFO for citizens. The efforts of EPFO in truly acting as an "essential services" arm of the Government, 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.

6.18 Special Campaign 2.0 & Swachhta Drive :

Special Campaign 2.0 was conducted from 02nd October to 31st October 2022. Swachhta Drive was conducted under Special Campaign 2.0. Several photographs showing "Before and After" of the cleanliness drive were posted on Social Media everyday for the whole duration of the campaign, thereby motivating people to make cleanliness a habit.

6.19 Chintan Shivir

A Chintan Shivir was organized by EPFO on 8th September 2022 at Surajkund, Haryana which was chaired by Shri Bhupender Yadav, Union Minister for Labour & Employment, Environment, Forest & Climate Change. Chintan Shivir of EPFO themed 'EPFO@AmritKal – BehtarKal', first of its kind in the history of EPFO concluded with landmark discussions and far reaching recommendations for expansion and improvement in Services & Service Delivery Mechanism to its subscribers. It was attended by domain experts, officers of the Ministry of Labour & Employment and EPFO.

Following Five themes were discussed in Chintan Shivir:-

- i) Mission 10 crore–Growing EPFO scope
- ii) Ease of Compliance–Service Expansion
- iii) EPFO Karmayogi–Capable Organization
- iv) Satisfied Members–Seamless Services
- v) Preparing for future–Pensioners Our Priority

6.20 70th Foundation Day Function

EPFO celebrated its 70th Foundation Day on 01st November 2022 at Dr. Ambedkar International Centre, New Delhi. Union Minister for Labour & Employment, Environment, Forest & Climate Change, Shri Bhupender Yadav inaugurated it. He congratulated everyone on the occasion and emphasized the role of EPFO in nation-building and being an important part of nationwide AmritMahotsav celebrations.

Hon'ble Minister also inaugurated an exhibition named "EPFO@70–The journey", displaying the 70 years of EPFO history. A documentary film on the 70 years of existence of the organization titled EPFO @70 was also played on the occasion highlighting the organization's achievements over the decades.

A special postage cover commemorating 70 years of organization was released by the Hon'ble Minister in collaboration with the Department of Post. On this occasion, Hon'ble Minister launched the document EPFO Vision @ 2047, Guides for Employers and Employees in 23 languages and a booklet on the Chintan Shivir. Hon'ble Minister laid the foundation stone of the Regional Office building, Pune and inaugurated the building of Regional Office, Ranchi virtually.

6.21 Social Media Activities

C&PR Division educated the stakeholders & created awareness through social media by posting of creatives, cartoons, GIF and videos on Facebook, Twitter, Public App, Koo, Instagram and YouTube. Koo & Instagram accounts were opened in the month of April 2022. As on 31st March, 2023, EPFO had 2,44,950 followers on Twitter, 3,10,626 on Facebook, 5,67,000 on Public App, 29,417 on Youtube, 12519 on Instagram and 4621 followers on Koo.

The key areas of information dissemination and popularization by C&PR division during the year 2022 were:
- What is SSA, Provisions under SSA, How to apply for Certificate of Coverage, Services on Pensioners Portal, Encouraging to file nomination, Annexure -K, Online facility to avail Annexure- k, Pension Adalat, JeevanPramaan Submission through Face Recognition, Pension & EDLI Calculator, Documents needed in case of death of member, Facilities to Pensioners, Salient Features of EPS, Principal Employer Functionality. In addition to this, creatives are being shared in Regional languages also.

6.22 Webinars

Webinars are being conducted by Field Offices for creating awareness and educating the stakeholders. From April to March 2023, a total of 30,376 webinars with 1,56,846 stakeholders participants were organised.

6.23 NidhiAapkeNikat -2.0

Over the years, EPFO has taken several measures and reforms for the benefit of its subscribers and has been carrying out several public outreach activities. While NidhiAapkeNikat was a programme where EPFO stakeholders visited the field offices, the approach now is to reach out to the stakeholders, thereby increasing accessibility and visibility of the organization, in all the districts of the country, with regular periodicity.

The NidhiAapkeNikat 2.0 has been launched as not only grievance redressal platform and information exchange network for the employers and the employees but also as a platform for exchange of information with the district level authorities of various State and Central Government departments.

The first NidhiAapkeNikat 2.0 was held on January 27, 2023 in 685 districts of the country. The program was launched by Ms Arti Ahuja, Secretary (Ministry of Labour and Employment) from the EPFO Headquarters, in the presence of Central Provident Fund Commissioner and officers of EPFO.

6.24 Educative Videos

In order to educate our stakeholders, educative videos on various topics i.e. How to withdraw Advances for various purposes, Vision epfo@2047, Initiatives of EPFO on Good Governance, Celebration of 70 Years of EPFO, How to download Annexure K, Launch of NidhiAapkeNikat2.0, Aims and Features of Pension and EDLI calculator etc. were made and posted on social media handles of EPFO for dissemination among stakeholders.

RIGHT TO INFORMATION

6.25 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**.



Launch of Nidhi Aapke Nikat-2.0



PRAYAAS Initiative



**Nidhi Aapke Nikat
District Outreach Program**

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 14872 officers and staff was in position at the end of March 2023 in the Head Office (including National Academy and 04 Zonal Training Institutes and 01 Sub Zonal Institute); 21 Zones; and 139 Regional Offices, 113 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 organised 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 as on 31.03.2023 stood at 14,872 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.

7.3 PROMOTIONS MADE DURING 2022-23

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 fulfil the manpower requirement for the organisation by conducting regular DPCs. The cadre-wise promotions made in Group 'A', 'B' and 'C' are as under:-

a) Group A Cadre

- i) Additional Central Provident Fund Commissioner- (HQ) - Departmental Promotion Committee meeting for promotion to the post of Additional Central Provident Fund Commissioner- (HQ) in level 13-A of the pay matrix was conducted and a total of 03 officers were promoted to the post of Additional Central Provident Fund Commissioner- (HQ)
- ii) Additional Central Provident Fund Commissioner - Departmental Promotion Committee meeting for promotion to the post of Additional Central Provident Fund Commissioner in level 13 of the pay matrix was conducted and a total of 04 officers were promoted to the post of Additional Central Provident Fund Commissioner.
- iii) Regional Provident Fund Commissioner-I: Review Departmental Promotion Committee meeting for promotion to the post of Regional Provident Fund Commissioner-I in level 12 of the pay matrix was conducted and a total of 07 officers were promoted to the post of Regional Provident Fund Commissioner-I.

- iv) 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 was conducted and a total of 20 officers were promoted to the post of Regional Provident Fund Commissioner-II.
- v) 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 50 officers to the post of Assistant Provident Fund Commissioner were done.

b) Group B Cadre:

- i) Enforcement Officer/Accounts Officer (Seniority Quota): The Regularization / Promotion for the post of Enforcement Officer/Accounts Officer in respect of 15 states were approved. Total 242 promotions to the post of Enforcement Officer/Accounts Officer under Seniority Quota were made.
- ii) Enforcement Officer/Accounts Officer (Direct Recruitment Quota): 348 candidates out of 421 selected have joined in the cadre of Enforcement Officer/ Accounts Officer under Direct Recruitment Quota. Further, it is also informed that 418 vacancies in Enforcement Officer/ Accounts Officer have been notified by UPSC vide Recruitment Special Advertisement No.51/2023.
- iii) Assistant Section Officer (Direct Recruitment Quota): 1 candidate from the waiting list has joined in the cadre of Assistant Section Officer.

c) Group C Cadre:

- i) DEO Cadre: 31 officials have been promoted from DEO Grade A to the post of DEO Grade B and 33 officials from DEO Grade B to DEO Grade C.

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 which ensures due compliance of the orders of reservation policy issued from time to time pertaining to SCs and STs officers/officials and also dispose off 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 inspects and scrutinizes 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 20 grievances from SC/ST employees and their Associations in the financial year 2022-23. Out of which 06 have been replied or redressed and remaining 14 are being continuously pursued for finalization.

a) 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 31.12.2022, 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 31.12.2022

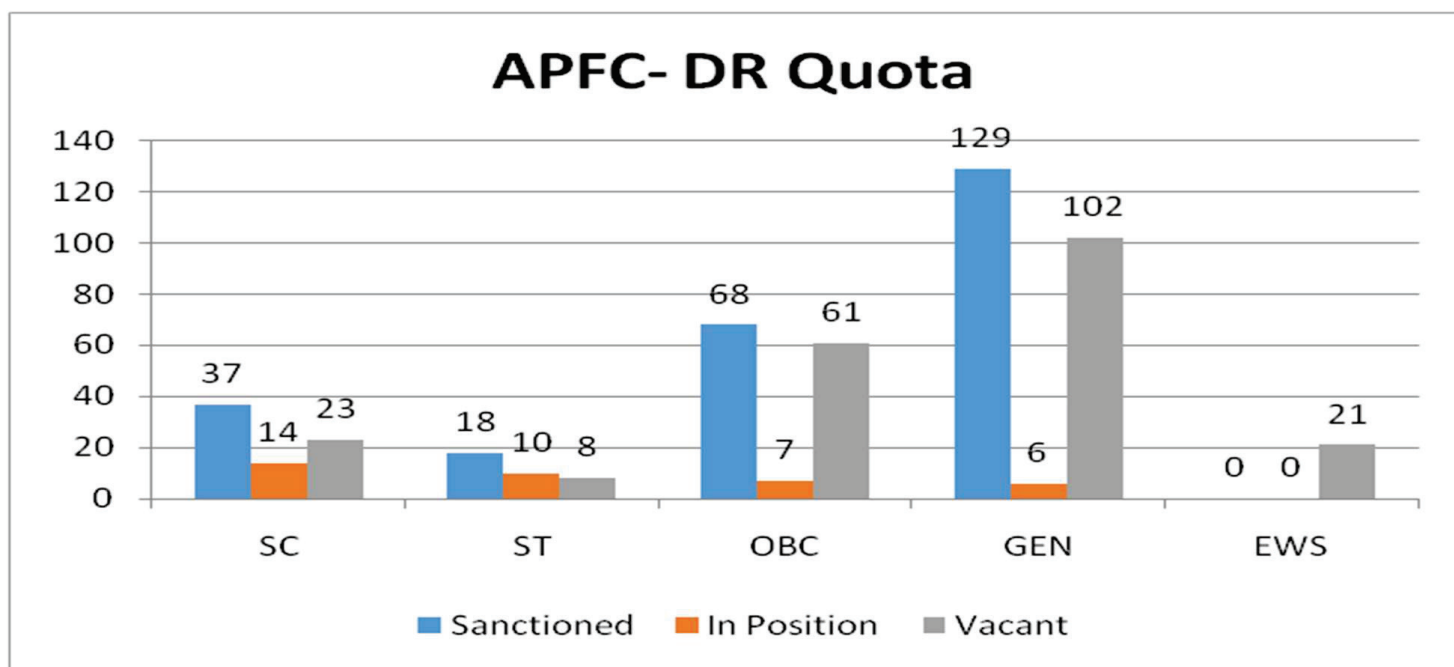
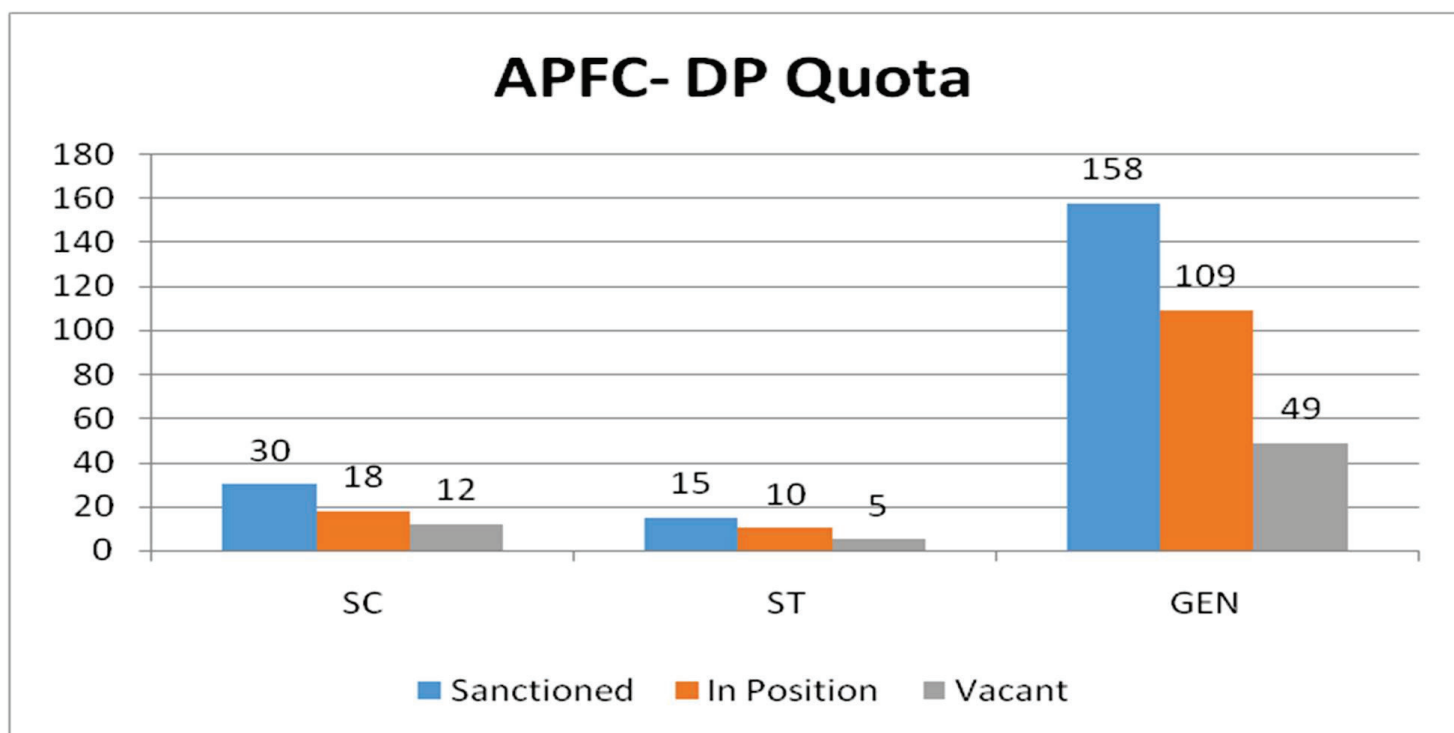


TABLE-II Seniority Quota - Position as on 31.12.2022



7.5 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), age relaxation in 03 cases has been granted by CPFC to appoint 03 applicants on compassionate grounds.

HUMAN RESOURCE DEVELOPMENT (HRD)

7.6 The Human Resource Development (HRD) Division in an organisation is a critical department responsible for enhancing the skills, knowledge, and capabilities of its employees as well as policies for welfare and career progression of its employees. Its primary purpose is to ensure that the workforce is well-equipped to meet the organisation's current and future needs at the same time ensuring balance between employee and organisation needs. A brief description of the functions of the HRD Division is as enumerated below:

- i) **Organisational Structure-** continuous study of the organisation structure and its revamping in order to ensure that the organisation continues to evolve in pace with the progress of the economy at large. This includes creation of posts, cadres etc. as per the requisites of the various core functionalities of the organisation. It also includes the delegation of authorities at various levels for effective and speedy disposal of work in the organisation at various levels through continuous review and re-evaluation.
- ii) **Service Conditions-** In order to ensure that the Human Resources, being at the heart of the organisation, continue to discharge its functions effectively, the basic service conditions are required to be laid down with transparency. This includes the preparation and periodical updation of comprehensive Regulations, monitoring the service conditions as well as the disciplinary issues.
- iii) **Career Development:** HRD supports employees in their career growth by offering opportunities for advancement, career counselling, and pathways for skill development in consultation with the Training Division of the Organisation. Accordingly, the Recruitment Rules for each of the cadre are required to be prepared in a manner ensuring proper growth & career progression of existing employees while ensuring that suitably experienced and qualified personnel man the higher supervisory and decision making posts in the organisation.
- iv) **HR Policies and its Compliance:** Ensuring that the organisation adheres to labour laws, GOI guidelines and internal HR policies is a crucial responsibility of the HRD Division. This also encompasses the study of the various functional roles in the organisation and re-defining the same from time to time based on the changes in the work environment of the organisation.

7.7 Accomplishments during the year.

a) Transfer Policies

- i) **Group A-** During the year 2022-2023, Amendment to the Transfer policy for Commissioner Cadre, 2022 was circulated on 30.05.2022. vide which some changes were effected in the "Competent Authority" for transfers and the constitution of Commissioner's Transfer Committee(CTC).
- ii) **Group B-** EPFO did not have any specific General Transfer Policy of Group B Cadres. Transfers were carried out on the basis of requests received based on availability of vacancies and on administrative grounds from time to time in respect of some Group B cadres. There were administrative instructions on the Rotational Transfers of Enforcement Officer/Accounts Officer (EO/AO) cadre and the cadre of Section Supervisors(erstwhile Head Clerks). Thus a need was felt that there should be a uniform policy for the same which is required to address the issues of posting of Group B officers which would also aim at the career progression of the officers as well as serve to protect the interests of the organization from the vigilance point of view. It was felt that a policy is required whose fundamental premise would be fairness & transparency, and through it place Group B equitably across different posts and stations.

The policy should aim to harmonize divergent objectives of Institutional memory, avoid developing vested interest, exposure to different offices and aspects of working for overall growth of an officer. The Transfer Policy for Group B Officers has been prepared in view of the directions of Ministry of Labour & Employment, Government of India and keeping in view of DoPT guidelines and Hon'ble Supreme Court directions. It borrows various provisions and contours from the policy applicable to other Government Departments, other cadres and also the State Governments. It also aims to ensure that a Group B Officer of appropriate level is expected to have served within a State at various District, Regional and Zonal Offices as well as Training Institutes and fulfill the needs of Headquarters, PDNASS, National Data Centers and any other deficient office by periodical rotation and transfers. The transfer policy also aims to ensure that the Group B Officers should also have an understanding of the diversity of geographies, industries and people they serve. Thus, tenures should expose them across the State they are assigned to while also exposing them to some different areas in the Country. The career pathways intended to develop a pool of Group B Officers that is well exposed and experienced to contours of work so that they can be assigned any EPFO's critical tasks. Thus the Transfer policy for Group B Officers in EPFO (TP-GB) was circulated on 14.06.2022. It was subsequently amended vide circular dated 23.12.2022. To the extent that the cadres of EO/AO and SS were exempted from the transfer Out of State since their feeder cadres are not All /India Level Cadres.

- iii) A need was felt by the Organization for a proper consolidated transfer policy for the cadre of Social Security Assistants instead of the existing various administrative guidelines on the issue. Accordingly The Transfer Policy for the cadre of Social Security Assistants (TP- SSA) has been prepared and circulated vide circular dated 12.12.2022. The fundamental premise of TP-SSA is fairness & transparency, and through it places the SSA Cadre equitably across different posts, categories, offices and stations. The TP-SSA aims to harmonise divergent objectives of institutional memory, avoid developing vested interest, exposure to different aspects of working in different post categories across various regions within the State for overall growth of SSA Cadre. It is paramount that a career pathway of SSA Cadre is developed to fulfil the EPF Organisational goals. The tenets of the policy have been prepared keeping various Administrative & Vigilance directions of Ministry of Labour & Employment, Government of India, DoPT guidelines and Hon'ble Supreme Court directions. It borrows various provisions and contours from the policy applicable to other Government Departments, other cadres and also the State Governments. The TP-SSA aims to ensure that the officials in the SSA cadre do not continue in the same functional area, office and Station while serving in the cadre.

b) Delegation of Administrative and Financial Powers-

- i) In order to ensure effective and efficient functioning, the administrative and financial powers have been delegated by CBT to CPFC.
- ii) Revised Delegation of administrative and financial powers for expenditure related to PID delegated by CBT, EPF to CPFC vide circular no. HRD/51/DelegationofPowers/PID/638 dated 08.07.2022 was done.
- iii) Re-delegation of administrative and financial powers by CPFC in exercise of the powers conferred by para 24(3) of the EPF Scheme, 1952.
- iv) Delegation of certain administrative and financial powers to RPFC-I and RPFC-II in PDNASS and ZTIs vide circular no. HRD/83/2022/Delegationof powers_PDNASS/796 dated 09.03.2023 was done.
- v) Re-Delegation of administrative and financial powers for expenditure related to PID as delegated by CPFC to the Subordinate Officers of EPFO vide circular no. HRD/51/DelegationofPowers/PID/796 dated 09.03.2023 was done.

c) Rationalisation of field offices and manpower requirement of EPFO

EPFO has made a number of changes over the years, more so in the recent past. A large number of

initiatives have been undertaken to usher in an era of e-Governance. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. It was felt that the Organisational structure, the redeployment and disposition of manpower, the career paths and requirements of officers and staff etc needs to be taken up as a comprehensive proposal for adoption so that the human resource component as well as the organisational structure is prepared to absorb and exploit effectively the technology being envisaged.

Accordingly, HRD made a proposal for conducting a work study on Rationalisation of field offices and manpower requirements of EPFO. As per the GFR provisions, an RFP was floated in the GeM, CPPP Portal and EPFO Website on 21.09.2022 and a Selection Committee analysed the responses received. After examining the technical and financial bids received, the Selection Committee has chosen IIT Delhi as the institute for conducting the work study. MoU has been signed with IIT Delhi on 29.03.2023 and work is under process.

d) Delegation of Claim Settlement Facility to Special State Offices (SSOs)

- i) To increase the presence of EPFO in remote locations and to ensure that there is at least one office of the Organisation in each of the States of the North East Region , the Service Centres / District Office in remote and difficult areas of the North East Region in each of the States of Manipur, Arunachal Pradesh, Nagaland, Mizoram and Sikkim were upgraded to the status of a "Special State Office".
- ii) The Special State Offices (SSOs) were created at Gangtok, Imphal, Aizwal, Itanagar and Dimapur vide order dated 14.05.2015. The Special State offices were opened for discharging some basic functions like compliance issues , grievances, Claims scanning & forwarding and other activities like general interaction with the subscribers. The functions like settlement of claims, payment to subscribers and administrative functions were under the Regional Office to whom such SSOs are attached.
- iii) Since the major function of claim settlement was not entrusted to these SSOs and the said function was being discharged by the concerned Regional Offices which are located quite far away from the SSOs, a need was felt to bring this facility closer to the subscribers. Thus the subscribers would be able to follow up on the status of their claims, reasons for rejection and subsequent rectifications as well. This would be in consonance with the basic purpose of opening the Special State Offices.
- iv) Considering the above issues, the Executive Committee, CBT approved the proposal for delegation of claim settlement facility in its 105th meeting held on 10th March 2023 so as to improve the efficiency and performance of these offices and facilitate better service delivery to the subscribers of the North East Region of the Country.

e) Rationalization of Big Regional Offices

- i) During the CR 2015-16, CBT has approved the general norms for offices i.e "Existing big offices having more than 7.5 lakhs contributing members are proposed to be bifurcated" the same parameter was made criteria for rationalization of Big Regional Offices.
- ii) The need has been felt to reduce the workload of such unwieldy offices which have crossed 7.5 lakhs by huge margins making them difficult to manage resulting in delay in reaching the timelines for various activities related to services to subscribers, employers as well as EPF personnel which in turn leads to increase in grievances and delay in resolving them. Huge workloads also make it difficult for the supervisory functions to be carried out properly which in turn increases the risk of frauds and management of frauds becomes extremely difficult.
- iii) Total 25 such Regional Offices were identified under the 13 Zonal Offices which were required to be rationalized.

iv) The Basic Principle/Norms for the rationalization used are as below:-

- The Regional Office with more than 7.5 Lakhs Contributing Members.
- District Office with more than 1 Lakh Contributing Members may be upgraded to a new Regional Office to reduce the workload of the Parent Regional Office.
- While upgrading the District Office, additional charge of the geographical nearby districts / District Offices may also be considered where necessary, justifiable and logical. Also upgrading of such district offices should not make the existing Regional Office redundant and small.
- If there are Regional Offices with close geographical boundaries with low workload, redistribution from Big Regional Office to such smaller Regional Offices may be considered ensuring logical and justifiable distribution.
- In case the above is not possible, creation of a new Regional Office by carving out from the existing Regional Office(s) may be considered, especially in respect of cases where there is only one Geographical area being shared by multiple offices. (eg 1 District).

v) Officers and Staff to be redistributed from the existing sanction strength in proportion to the workload.

vi) Based upon the above principles, District Office Alwar was upgraded to Regional Office on 13.01.2023 by rationalizing the Regional Office Jaipur. The rationalization of the remaining 24 Regional Offices is under process which is tentatively to be completed by 2023.

f) Administrative Inspection

Calendar and Guidelines for administrative Inspections of the Regional Offices and District Offices by the Addl. CPFCs of the concerned Zones were issued on 02.05.2022 & 22.08.2022.


g) Foundation Day

EPFO celebrated its 70st Foundation day on 1st of November 2022 after a gap of 2 years. HRD was given the responsibility of finalizing the Awardees, for the Foundation day. For the same Awards were given in the following categories :-

Sl. No.	Nomenclature of Awards	Awardees	Division/Zonal Office/Regional Office
1.	1.1 Bhavishya Nidhi Award-2022 for Best Performing Regional Office (Large)	Regional Office, Salem	Coimbatore
	1.2 Bhavishya Nidhi Award-2022 for Best Performing Regional Office (Small)	Regional Office, Udumpi	Hubli & Goa
2.	Bhavishya Nidhi Award-2022 for Best Performing District Office	District Office, Jamnagar	Zone-Gujarat RO-Rajkot
3.	Bhavishya Nidhi Award-2022 for Best Performing Remote Office	Regional Office, Jammu	Delhi & UT
4.	Bhavishya Nidhi Award-2022 for Best Performing Zonal Office	Zonal Office, Punjab & Himachal.	Punjab & Himachal
5.	Bhavishya Nidhi Award-2022 for Best Innovative Practice Adopted by Field Office	Regional Office, Guwahati	NER
6.	Bhavishya Nidhi Swachhata Award-2022	Regional Office, Noida	Uttar Pradesh
7.	Bhavishya Nidhi Award-2022 for Best Regional Office in Grievance Redressal	Regional Office, Gurugram East	Haryana

8.	Bhavishya Nidhi Award-2022 for Best IT Team	MIS Team Headed by Sh. R S Manoj, DD(IS)	IS Division
9.	Bhavishya Nidhi Award-2022 for Best Employer for e-nomination	M/S SJ & SP Family Trust, NZNZB0020661000	ZO-Telangana RO-Nizamabad
10.	Bhavishya Nidhi Award-2022 for Best Performing Exempted Trust	M/S TATA POWER COMPANY LTD, MHBAN000908000X	ZO-Bandra RO-Nariman Point

The Total Amount of Rs 33 Lakhs was distributed to the awardees.

	<p>The Trophies for the awards were specially designed by the NID Ahmadabad. The form signifies security. It is derived from the gesture of protection depicted by hands. The central sphere depicts a safe family/group. The Key Elements denoted by the trophy are Prosperity, Security & Support.</p>
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EXAMINATION DIVISION

7.8 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 2022-2023 are provided below:-

- i) An umbrella MOU was signed between Employees' Provident Fund Organisation (EPFO) and National Testing Agency (NTA) on 16.08.2022 for conducting the examinations.
- ii) For conducting the Direct Recruitment Examination for filling up 2674 vacancies for the post of Social Security Assistant a detailed advertisement was issued on 24.03.2023.
- iii) For conducting Direct Recruitment Examination for filling up 185 vacancies for the post of Stenographer a detailed advertisement was issued on 24.03.2023.
- iv) For conducting the exam for testing suitability of 247 Data Processing Assistants (DPAs) for the post of Programmer, the details of the syllabus, exam pattern and list of centres with details of candidates proposed for each centre were circulated vide circular dated 15.11.2022. The exam will be conducted after completion of training of the existing DPAs.
- v) Waiting List of Section Supervisor Departmental Examination whose result was declared in 2022 issued in respect of Tamil Nadu, Kerala, Gujarat, Bihar, Punjab and Uttarakhand.
- vi) Waiting List of Social Security Assistant Direct Recruitment Examination whose result was declared in 2021 was issued in respect of Delhi, Goa, Kerala, Chhattisgarh, Andhra Pradesh, Karnataka, Madhya Pradesh, Uttar Pradesh, Uttarakhand, Haryana and Maharashtra.

PROGRESSIVE USE OF OFFICIAL LANGUAGE HINDI:

7.9 EPFO is committed towards ensuring propagation and expansion of the Official Language i.e. Hindi and its increasing use at various levels. The year (2022-2023) had witnessed an overall increase in the progressive use of the Official Language, as is evident from the following:

- i) 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 618 meetings of the Official Language Implementation Committees were held in these offices.
- ii) During the year, 641 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.
- iii) A total of 624 Hindi workshops were organised during the year to promote Hindi in the organisation and to provide training to the staff. In these workshops, a total of 5,932 officers and employees got an opportunity to improve their knowledge and skills to make practical use of Hindi in their official work.
- iv) Cash award of ₹ 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 14,78,000/- has been spent under this head.
- v) By the direction of the Department of Official Language, Ministry of Home Affairs, Govt of India, the chairmanship of TOLIC, South Delhi - has been entrusted to E.P.F.O., Head Office. At present the number of member offices under it is 73. 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 e-mails.
- vi) 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., Ludhiana, Mangaluru, Muzaffarpur, Nagpur, Trichi were honoured with various prizes, Official Language Shield and letter of Appreciation.
- vii) 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.
- viii) Keeping SOP guidelines and instructions of the Government of India, Hindi fortnight was organised in all the offices of the organisation during the month of September. In the competitions organised during the Hindi Fortnight, an amount of Rs. 44,40,800/- was spent.
- ix) To review the progress of Official Language in EPFO, the Committee of Parliament on Official Language visited Zonal Office Faridabad (03.06.2022), Regional Offices, viz., Chandigarh (11.04.2022), Dehradun (17.05.2022), Haldwani (06.06.2022), Srinagar (05.07.2022), Udaipur (27.08.2022), Surat (13.09.2022), Rajkot (11.10.2022) Bangalore (04.11.2022), Kochi (04.01.2023), Kottayam (06.01.2023) and Indore (19.01.2023).

EPF STAFF PENSIONERS:

7.10 The total number of pensioners of EPFO as on 31.03.2022 stood at 14,768. Out of this, 11368 are pensioners and 3400 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)**.

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

7.11 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 1196 officers/officials has been conducted in the cadres of Group-A and Group-B and the review of 697 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.

ANNUAL IMMOVABLE PROPERTY RETURN (AIPR):

7.12 In-house developed AIPR module has been deployed and AIPR in respect of 775 Group A officers & 4054 Group B officials of EPFO were submitted online for the year 2022-23 through this module. This software was designed, developed and deployed by the IS (Div) of EPFO.

DISCIPLINARY & APPEAL/ REVIEW SECTION (DAR):

7.13 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:

- i) Institution of Disciplinary Proceedings for Administrative Lapses: Based on misconduct noticed, disciplinary proceedings were initiated against 05 officials. Steps were taken for timely finalization of pending departmental cases (including those pending from previous year), as a result of which 05 such cases were concluded.
- ii) 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 11 officials were placed under suspension. Suspension of 03 officials (including those suspended during the previous years) was revoked as per recommendation of the Committee.
- iii) Miscellaneous work pertaining to aforesaid core areas: Approximate 2100 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.

STAFF WELFARE ACTIVITIES:

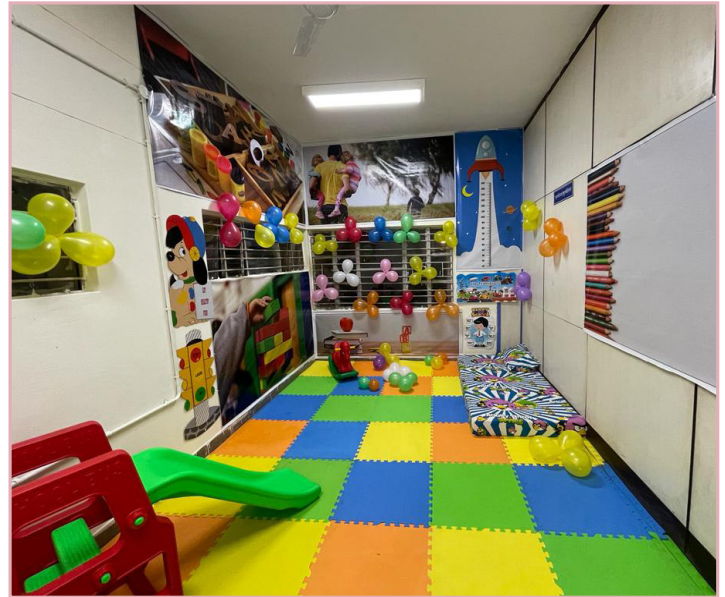
7.14 The CBT (EPF) in its 121st meeting held on 29.12.1989 approved the proposal for setting up of the EPF Staff Welfare Fund with an objective to provide security-cum-welfare cover to all of the staff members of the EPFO. During the period 2022-23, a budget of Rs. 23.00 Crore under the budget head "Staff Welfare Fund"

towards welfare activities was approved by the competent authority. An allotment to various Regional Staff Welfare Committees (RSWCs) through respective Zonal Offices (ZOs) was made for following activities during the year:

- i) **Staff Recreation Club:** During 2022-2023, funds were allotted under the Budget Head "Staff Recreation Club" for purchase of equipment/ excursion trips and also for setting up a recreation club in newly opened offices.
- ii) **Scholarship & Book Award:** Fund was disbursed to the Regional Staff Welfare Committees towards Scholarship & Book Award for continuance of studies of those wards of employees, who secured 80% marks in class XII.
- iii) **Financial assistance @ Rs.2,10,000/-** to the employees/family members in case of prolonged illness & surgery after screening by a committee constituted in each field office including Head Office and PDNASS;
- iv) **Mementos/ Farewell grant** to the retiring Officials which was fixed at Rs. 15,000/- per retiring Employee;
- v) **Death Relief Fund:** Fund was released to the family members of employees of EPFO @ Rs. 10 Lakh in an unfortunate event of death due to Covid-19 and @Rs. 8 lakh in case of death other than Covid-19 while in service. Adequate budget was disbursed to the Regional Staff Welfare Committees toward the Death Relief Fund.
- vi) **Cultural Meet:** Fund was allocated @ Rs 20,000/- to each office for conducting the cultural meet.
- vii) **Canteen:** The allocation of fund is based on the demand raised by the Regional Staff Welfare Committees for their respective canteens functional at Regional Offices.
- viii) Mandatory medical health checkup for all employees who have attained the age of 50 years and optional for employees who have attained the age of 45 years. Medical checkup facilities can be availed by the employees and their spouses biennially in the age group between 50-55 years and every year in the age group 55-60 years with a maximum ceiling of Rs. 2000/- per male employee/spouse of female employee and of Rs. 2200/- for female employee/spouse of male employee.
- ix) Women's Day Celebration;
- x) Maintenance of Ladies Common Room;
- xi) Holiday Homes at Shimla (Himachal Pradesh), Panaji (Goa) and Kanyakumari (Tamil Nadu) are functioning properly.

7.15 NEW WELFARE INITIATIVE UNDERTAKEN

- i) **Increase in the rates of Retirement Farewell, Staff Recreation Club, Special Award, Scholarship & Book Award:-** Retirement farewell has been enhanced to Rs. 20,000/- per retiring employee ; Allocation in Staff Recreation club has been enhanced to Rs. 70/- per employee; Special Award in case of ward of an employee who become topper of any State in the Class XII has been enhanced to Rs. 15,000/- ; Scholarship & Book Award Rates have been enhanced to Rs. 1,000/- and Rs. 3,000/- respectively. These rates will be applicable from 1st of April, 2023.
- ii) **Opening of Creche in the offices of EPFO:-** Employees' Provident Fund Organisation has decided to open a crèche in the sixty-three offices running in their own buildings where 100 or more employees are working. The opening of a crèche in the offices of EPFO is a significant development that will benefit the workforce and the organization. It is a step towards creating a more inclusive and supportive workplace culture that promotes work-life balance.



7.16 STAFF SPORTS ACTIVITIES IN EPFO

- i) EPF Central Sports Promotion Board (CSPB) is entrusted with organising sports related activities for the employees of the Board. All sports events are organised by various Regional Sports Promotion Boards (RSPBs) in a Zone by rotation. A sports calendar for 2022-23 was circulated to all RSPBs giving flexibility to the organiser RSPB for conducting the event as per suitability and availability of venue around the proposed dates.
- ii) EPF CSPB made the budgetary allocation to all RSPBs, out of a budget of Rs 5 Crore allotted during the year 2022-23, in accordance with the approved criteria for smooth conduct of both indoor as well outdoor sports activities as per the Calendar and to meet the expenditure towards promoting sports activities like various tournaments and sports allowances for participation in Zonal and Final events.
- iii) In accordance with the sports calendar for the year 2022-23, sports events were successfully organised by RSPBs in respect of Football, Cricket, Basketball, Volleyball, Kabaddi and Indoor Games alongwith All India Athletic Meet , first at Zonal Level. The Zonal winners of respective events qualify for the All-India finals. Winners of All India final of various sports events during 2022-23 were:-

Sl. No.	All India Sports Event	Venue , Organising RSPB	Winner
1	Football	Lucknow, U.P.	Tamil Nadu
2	Cricket	Hyderabad, Telangana	Maharashtra
3	Basketball	Panaji, Goa	Himachal Pradesh
4	Volleyball	Panaji, Goa	Goa
5	Kabaddi	Trivandrum, Kerala	Karnataka
6	Indoor & All India Athletic Meet	Bhubaneswar, Odisha	Maharashtra

New Sports Initiatives Undertaken: - This year an additional game of Kabaddi has been introduced in the sports calendar of EPFO and it has been conducted successfully at Zonal level in five sports zones as well as All India final level.



7.17 INDUSTRIAL RELATIONS (IR):

- i) Industrial Relations encapsulate the spirit of relationship between the management and employees of an organisation and is an outcome of continuous interactions between management and employees as a result of their composite attitudes and approaches. 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.
- ii) A harmonious relationship between the management and the employees by resolving their problems through the process of collective bargaining is the measure of successful industrial relations. Thus, Good Industrial Relations is an essential aspect for a motivated and productive workforce.
- iii) In its endeavour to provide state-of-the-art service to its subscribers and at the same time providing a conducive work environment for its employees, the management has constantly strived to have a harmonious equation with the legitimate representatives of employees. For a congenial environment and boosting the performance of employees, proper channels of communications have always been kept open for assimilating the views of various staff associations in policy formulation and its implementation.
- iv) During 2022-23, meetings were conducted between EPFO authorities and the staff/ officers representatives (Federation/ Sangh/ Association) at Head Office, EPFO, New Delhi to discuss various issues related to EPFO employees and their career progression in detail.
- v) 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

7.18 The Vigilance Division in EPFO is headed by a Joint Secretary level Chief Vigilance Officer at the Headquarters in New Delhi. There are four Zonal Vigilance Directorates, located in Hyderabad, Mumbai, Kolkata and New Delhi, each headed by a Deputy Director (Vigilance).

The vigilance administration in EPFO has striven to mould its approach and strategy in tune with changing organisational needs and challenges. It lays emphasis on preventive and participative 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.

7.19 Preventive Vigilance

Preventive Vigilance inspections/surprise checks were conducted in 51 offices of EPFO during the period from 01.04.22 to 31.03.2023. Suggestions for systemic improvements in the area of claim settlements, Know Your Customer (KYC) updation and authentication, compliance and human resource management were issued to the functional divisions concerned.

7.20 Punitive Vigilance

- i) **Complaints:** 1204 new complaints were received from 01.04.22 to 31.03.2023. 1202 complaints were disposed of till 31.03.2023.
- ii) **CVC's 1st and 2nd stage advice:** During the year upto 31.03.2023 first stage advice of Central Vigilance Commission was disposed off in 21 cases, out of which 16 were major penalty cases and 5 was minor penalty cases. CVC's second stage advice in 3 cases were disposed off, all of which were major penalty cases.
- iii) **Disciplinary proceedings initiated:** 40 disciplinary proceedings were initiated during the year till 31.03.2023.

- iv) **Disciplinary proceedings finalised:** A total of 22 Disciplinary proceedings were finalised during the year of which 16 were major penalty proceedings and 6 were for minor penalties.
- v) **Prosecution Sanction & Approval granted under Section 17 (A):** Prosecution Sanctions were accorded in 14 cases period 01.04.2022-31.03.2023.
- vi) Sanction for investigation under section 17A of Prevention of Corruption Act (as amended in 2018) was granted in 24 cases during the period 01.04.2022-31.03.2023.

7.21 Surveillance & Detection

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

7.22 Vigilance Awareness Week (VAW) 2022

VAW 2022 was observed in EPFO from 31.10.2022 to 06.11.2022 with the theme "भ्रष्टाचार मुक्त भारत – विकसित भारत" "Corruption free India for a developed Nation". Further, as per CVC guidelines, a 3 months' campaign was held from 16th August, 2022 to 15th November, 2022 as a precursor to VAW 2022 with focus on management of property, assets & records, grievance and complaints disposal and updation of circulars/guidelines etc. Following activities were undertaken during the VAW 2022:

- i) **Integrity pledge:** VAW 2022 activities kicked off with the integrity pledge on 31.10.2022. The E- Pledge link was posted on the official website of EPFO and an awareness was created and promoted through social media accounts of EPFO.
- ii) **Signature campaign:** A signature campaign was organised at all Offices to disseminate the spirit and message of the VAW 2022.
- iii) **Webinar cum training:** Webinar cum training was conducted by Zonal Offices on various topics including processing of requests from employers for Digital Signature Certificate approval and for Resetting Passwords. While training on Fraud Prevention were organised by PanditDeenDayalUpadhyay National Academy of Social Security (PDNASS).
- iv) **Launch of Vigilance Clearance Initiating and Tracking Portal:** During the VAW-2022, VCIT portal was launched by the Central Provident Fund Commissioner on 04.11.2022, which is designed and developed to achieve greater transparency and efficiency in the area of issuing vigilance clearance to the employees of EPFO.
- v) **Outreach Activities:** At the field office level a variety of initiatives were undertaken which saw earnest participation of the stakeholders. Seminars, workshops, panel discussions and grievance redressal (both in online and offline mode) were organised. As part of public outreach activities, competitions were organised in school and college and gram sabhas were conducted at various locations, in order to disseminate the message of the VAW 2022. 510 citizens participated in the gram sabhas, 1256 school students and 185 college students participated in various activities and competitions.
- vi) Further to generate public awareness regarding the theme and spirit of VAW 2022 among the larger public, walkathons, marathons, march past chains were organised at various locations across the country. The posters provided by the Central Vigilance Commission (CVC) were displayed at the Head Office and by all field Offices for dissemination of Public Interest Disclosure and Protection of Informer (PIDPI) provisions. It is also relevant to mention that social media platforms of EPFO were utilised to a great extent to promote the theme and message of VAW 2022 and to publicise the various activities undertaken by EPFO during the week.

vii) **Concluding Ceremony:** The observance of VAW 2022 concluded at Head Office with a closing ceremony presided over by the Central Provident Fund Commissioner on 04.11.2022, during which the winners of the various competitions held during the week were felicitated.

PHYSICAL INFRASTRUCTURE DIVISION

7.23 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. Chief Engineers’ suggestion is also sought on purchasing land for construction of office buildings and staff quarters.

During the year 2022-23, ACC(HQ) while functioning as Chief Engineer, was assisted by an ACC, two RPFC-II, three Junior Engineers, one section officer and two Assistant Section Officers in the Physical Infrastructure Division at Head Office.

The Physical Infrastructure Division has prepared a prospective plan envisaging that all the major offices of EPFO shall be functioning from their own office buildings in the next 5 years. The proposed plan also includes enhancing the quality of the current physical infrastructure of EPFO.

As on 31.03.2023, the status of EPFO owned /rented buildings is as under:

Office Category Wise	Total Offices	Designated EPFO building	Adjusted in other Office Building	Offices in rented premises	Under construction buildings
ZO	21	0	19	2	2
RO	139	86	10	43	11
PDNASS/ZTI	6	5	0	1	0
SSO	5	0	0	5	0
DO	113	0	0	113	0
HQ/NDC/DRC	3	2	1	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 (Divyangjan) is ensured in all new buildings and in old buildings, wherever such facilities are not provided.

In the Financial year, 2022-23, the work of construction was started for Regional Office Building of Udupi in Karnataka. Pre- construction activities were also started for Office building at Pune (Which will house Zonal Office Pune, Regional Office Pune-I, Regional Office Pune-II and Staff Quarters at Pune), Office building at Prayagraj, Uttar Pradesh and Office building at Bhagalpur.

7.24 Activities/Achievement:

During 231st meeting of the Central Board of Trustees (CBT) held on 29th&30th July, at New Delhi, the Hon’ble Chairman, CBT inaugurated the newly constructed Office Building of Regional Office, Bellary and conducted Bhumi Pujan for the land acquired for Office Building of Regional Office Udupi, in virtual mode.

During 70th Foundation day of EPFO held on 01-11-2022, at New Delhi, the Hon’ble Chairman CBT Inaugurated the newly constructed Office Building of Regional Office, Ranchi and conducted Bhumi Pujan for Office Building of Zonal Office Pune, Regional Offices Pune Cantt & Pune Akurdi and staff quarters, in virtual mode.

During 233rd meeting of the Central Board of Trustees (CBT) held on 27th & 28th March, at New Delhi, the Hon'ble Chairman CBT Inaugurated the newly constructed Office Building of Regional Office, Keonjhar and conducted Bhumi Pujan for the land acquired for Office Building of Regional Office Prayagraj, in virtual mode.

7.25 Other Major Initiative

Rooftop Solar Power: To promote renewable energy and meet 100 GigaWatt(GW) target, 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 2023, M/s REIL has installed Solar Roof Top Panels in 12 offices, Agartala, Delhi (North) Wazirpur, Delhi (South) Dwarka, Dehradun, Goa, Kochi, Kozhikode, Jabalpur, Bhopal, Jaipur, Kota and Udaipur with total capacity of 518.39KWp. The work of installation of solar rooftop panels at other EPFO offices, where feasibility study has allowed such installation is under progress.

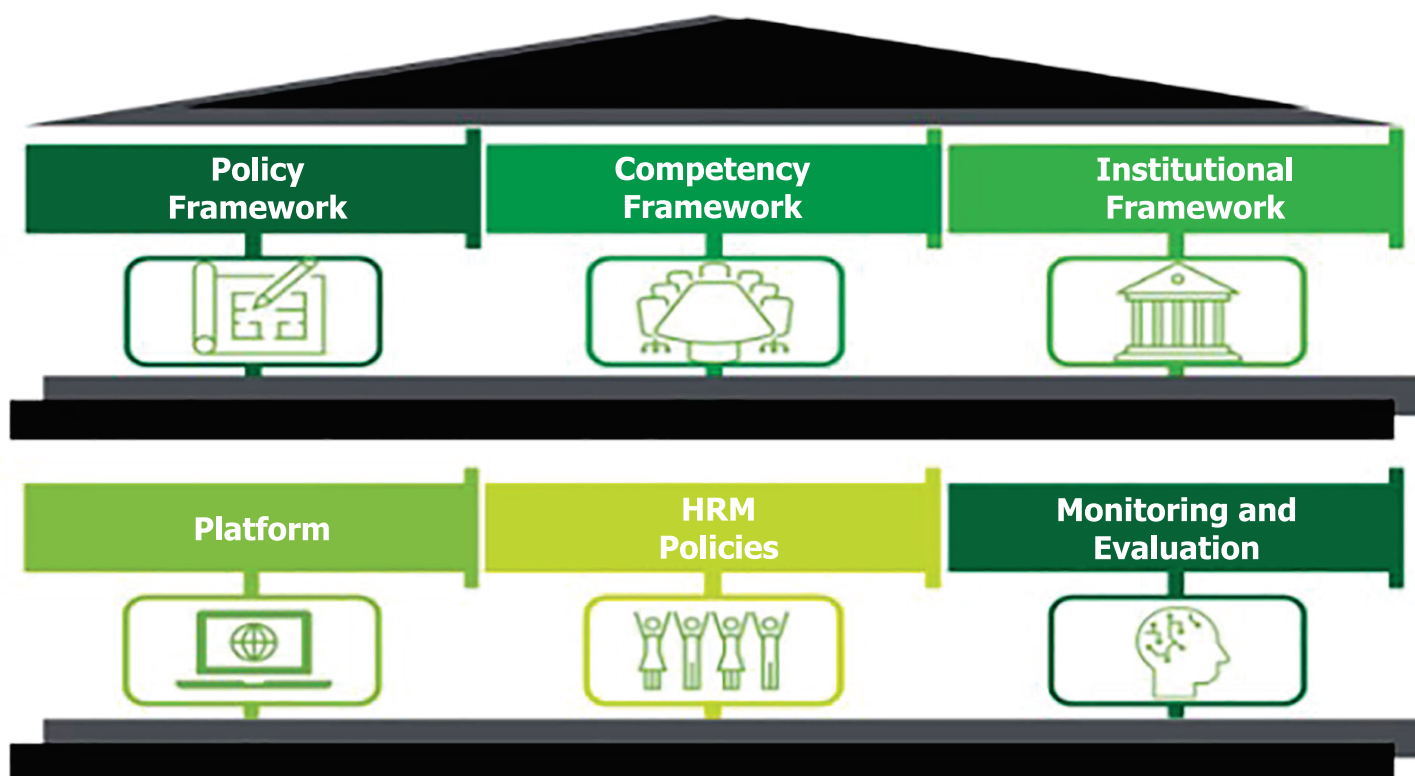
CHAPTER

8

Training & Research

8.1 BACKGROUND

The Government of India, as part of its ongoing reform in public human resource management and governance, has launched the National Programme for Civil Services Capacity Building (NPCSCB) – MISSION KARMAYOGI, which aims to create a professional, well trained and future looking civil service that is imbued with a shared understanding of India's developmental aspirations, national programs and priorities. The NPCSCB is built upon six key pillars, which are as follows.



The focus of NPCSCB is on promoting ease of living and ease of doing business, by considerably enhancing the citizen-government interface through creation of functional and behavioural competencies among the civil servants. The goal is to create an ecosystem of competency driven training and Human Resources (HR) management by transitioning from a 'rules-based' system to the 'roles-based' system.

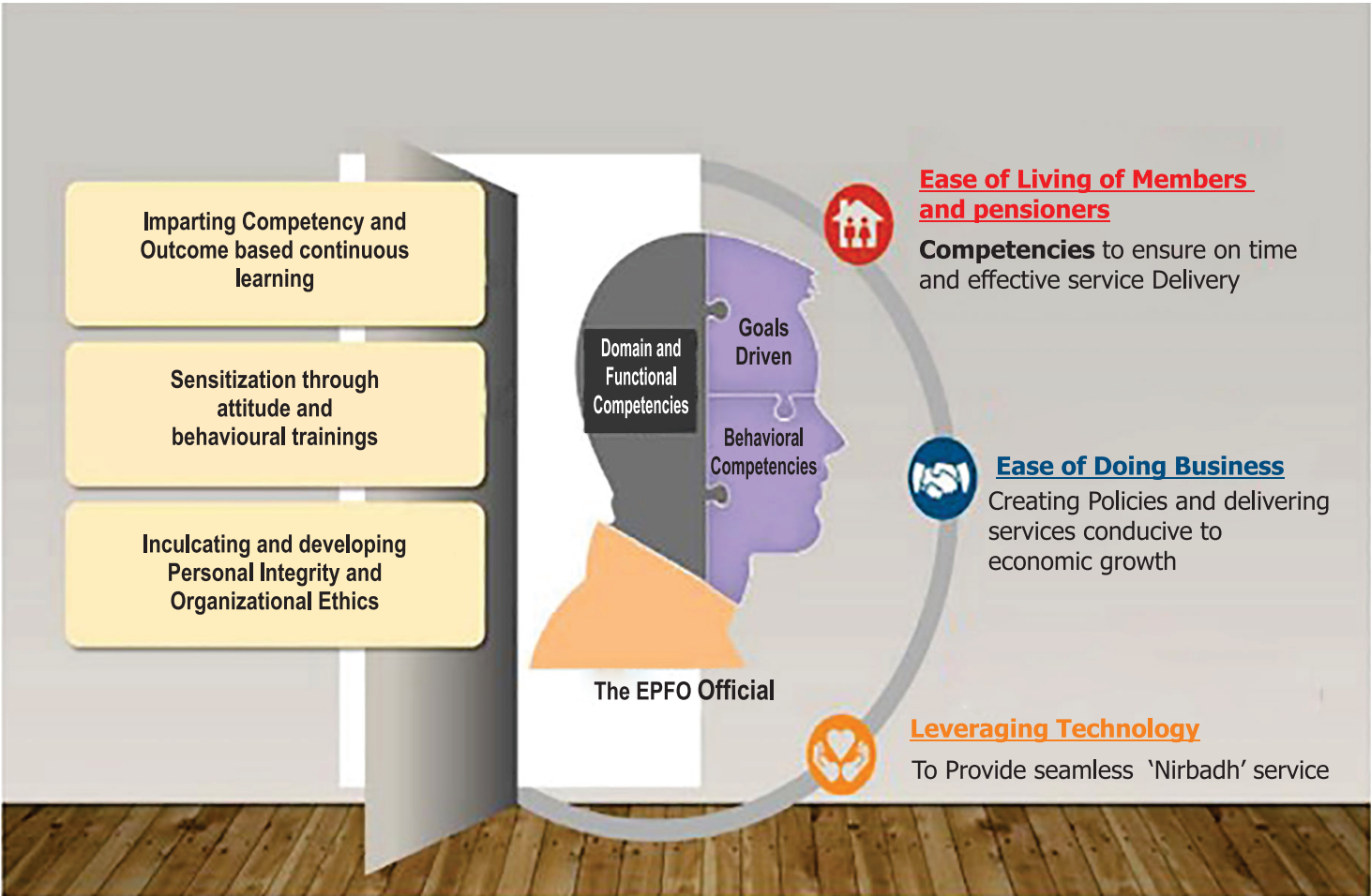
The NPCSCB covers all civil servants across ministries, departments, organisations and government agencies, which are required to align their capacity building plans on similar lines. Accordingly, the training policy of EPFO has been built, encompassing the above broad guidelines and pillars of the NPCSCB, and also drawing upon the National Training Policy (NTP-2012) of the Department of Personnel and Training (DoPT), as well as the recommendations of The Global Commission on The Future of Work, constituted by the ILO, which has specified a Human Centred Agenda for the future of the work to strengthen the social contract by placing people and the work they do at the centre of economic and social policy and business practice.

The training policy of EPFO was launched during 231st EC on 26-27 July 2022.

8.2 OBJECTIVES OF TRAINING

- i) To enhance the attitude, knowledge and skill levels of EPFO employees by providing them competency and outcome based continuous learning interventions, in order to enable them to create such service standards, leveraging technology, which will ensure the greatest ease of living for all members and pensioners.

- ii) To sensitize EPFO employees towards organizational goals and aspirations of its various stakeholders, through attitude and behavioural trainings, to enable ease of doing business.
- iii) To Inculcate the highest levels of Integrity and organizational ethics in EPFO employees, at both personal and professional levels to enhance the image of EPFO and enable the organization to fulfil its mission and mandate to emerge as a world class social security organization.
- iv) The objectives are sought to be linked to the desired organizational outcomes through training interventions, as depicted in the following pictogram.



- v) Each EPFO official is thus required to be equipped with necessary and need-based training interventions, attitude and behavioural changes and also sensitized to organizational and personal ethics. This will enhance his/her behavioural, domain and functional competencies, so as to fulfil the organizational vision of ensuring ease of living for members and pensioners and ease of doing business, leveraging technology to provide seamless 'Nirbadh' service delivery.

8.3 STRATEGY

a) Competency Mapping and Career Progression Planning

Competency Profiling of all officers and staff will be done and a competency database shall be maintained and matched with competencies required for each role in the EPFO organogram. A data driven approach to identification of strengths, skill gaps, training requirements, as well as job-fitment will be done in-house with possibility of taking professional assistance.

Career progression planning will pick up from competency mapping in order to figure out possible career paths for officials and mechanisms to upgrade their skills, in a targeted and realistic manner.

b) Conducting Training Needs Analysis (TNA)

Training Needs Analysis (TNA) will help the organization identify training and development needs of employees so that they can do their job effectively and correct training interventions can be provided at the right place and time to ensure that skill sets of employees are aligned with organizational requirements.

c) Designing of Appropriate Training interventions

Training interventions would include offsite learning designed to complement on-site learning methods as focus areas. On-line content will be developed by associating in house faculty with professional content developers co-opted by the iGOT Platform. Tie-ups with the best available national and international learning platforms shall be explored. EPFO shall strive to create its own world class learning platform using state-of-art technology.

8.4 TRAINING STRUCTURE IN EPFO

Pandit Deendayal Upadhyaya National Academy of Social Security (PDNASS) imparts training to the staff and officers of EPFO, ensuring their development into ideal civil servants who are tech enabled and professional, remaining sensitive to clients and other stakeholders.

In its 32 years of existence, the Academy has emerged as a premier institution for training and research. Currently, it trains EPFO officers and participants from other social security organisations in India and abroad. PDNASS is also a certified Central Training Institute of the Department of Personnel & Training (DoPT), Government of India, for Trainer Development Programmes. Other focus areas include Policy, Advocacy, Research and Capacity Building.

8.5 INFRASTRUCTURE AT PDNASS

Lecture Hall: PDNASS has two well appointed lecture halls with all latest training aids and equipment besides a Yoga Hall and an Auditorium having a seating capacity for 118 persons. Presently, the task of upgrading the training facilities is underway. In addition a new research wing has been created for carrying out research in all areas of Social Security.

Library: PDNASS has a Library with 10000 books in English and Hindi language besides a few books in regional languages. Apart from books on social security, the collection includes a range of subjects such as Training & Development, Indian Polity and Economy, Law and Constitution, Literature, Management, Public Administration, Spiritualism, Yoga, Personality Development, Travelogue etc. Besides subscribing to various labour law journals, the library also subscribes to prestigious Indian and foreign journals.

Hostel: The Hostel block has 48 air-conditioned single as well as double occupancy rooms equipped with Wi-Fi. Facilities include a gymnasium, music room, cafeteria, sports and other recreational facilities.

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

Mess: The academy's mess has a sitting capacity of 80 and a newly constructed cafeteria has a sitting capacity of 64 persons.

8.6 TRAINING CANVAS

Training at the academy is imparted to all Group 'A' officers of EPFO along with Central and State Government officials through Trainer Development Programmes. Training programmes are also offered for participants from abroad.

8.7 ADMINISTRATIVE STRUCTURE

At present, the Academy is headed by an Officer at the level of Additional Central Provident Fund Commissioner (Hqrs.). The Academy's sanctioned strength in respect of officers and other staff had been revised in January, 2017.

8.8 THE ZONAL TRAINING INSTITUTES

The National Academy has an all India presence with four Zonal and one Sub-Zonal Training Institutes. It coordinates with the Zonal Training Institutes for designing and implementing training courses for personnel working in the supervisory and operative levels in the EPFO. Following are the support training units of the Academy that cater to the training needs of Group B and group C officials.

- i) **Dr. SP Mukherjee Institute of Social Security Administration, Zonal Training Institute (North Zone) located at Faridabad (Haryana):** The institute serves the offices of EPFO in the states of Delhi, Haryana, Himachal Pradesh, Punjab, Uttar Pradesh and Uttarakhand.
- ii) **Zonal Training Institute (South Zone) at Chennai (Tamil Nadu):** It serves the states of Andhra Pradesh, Karnataka, Kerala, Pondicherry, Tamil Nadu and Telangana
- iii) **Zonal Training Institute (East Zone) at Kolkata (West Bengal):** The offices in the states of Bihar, Jharkhand, Orissa, West Bengal and Union Territory of Andaman & Nicobar Islands, Assam & Meghalaya are serviced by this institute.
- iv) **Zonal Training Institute (West Zone) at Ujjain (Madhya Pradesh):** It takes care of the training needs of the offices of EPFO situated in the States of Chhattisgarh, Goa, Gujarat, Madhya Pradesh, Maharashtra and Rajasthan.
- v) **Sub-Zonal Training Institute at Shillong (Meghalaya):** Sub-ZTI serves the offices at Guwahati, Agartala, Tinsukia and Shillong.

8.9 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.

8.10 TRAINING PROGRAMMES AT ZTIS

The training programmes at ZTIs are in the following categories:

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

8.11 TARGET GROUP FOR ZTIS

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

8.12 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/RPFC-IIs.

8.13 HIGHLIGHTS OF TRAINING ACTIVITIES DURING THE YEAR 2022-2023 AT PDNASS AND ZTIs/ SUB-ZTI:

- i) During the year 2022-23, the Academy organised a total of 83 training programmes/workshops/non training interventions for officers on different functional, domain as well as Behavioural topics. A total of 7095 group A officers participated in the above mentioned programmes.
- ii) During the year 2022-23, a total of 232 training programmes were conducted by the ZTIs/Sub-ZTI, in which 15,907 participants had participated.
- iii) The details of the programmes conducted by the PDNASS and ZTIs during 2022-23 is at Appendix -8 (i).
- iv) Training policy document modeled on Mission Karmayogi was codified and released during 231st EC on 26-27 July 2022.
- v) A EPFO Vision @2047 document was launched on the foundation day 01.11.2022.
- vi) Twenty-three employer and employee guides in different languages were launched on the 70th foundation day on 01.11.2022.

8.14 OTHER ACTIVITIES

Other than training, the academy conducts probationary examinations for all the cadres, 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.

The following examinations were conducted by PDNASS during the year 2022-23:

- i) Assistant Section Officers Probationary Examination (Phase-II).
- ii) SSA (Probationers) Examination
- iii) Enforcement Officers/Accounts Officers Probationers Examination.
- iv) Computer Skill Tests for SSAs/DEOs appointed on compassionate grounds / and for promotion from LDC to SSAs.

Name of the Examination/ Skill Test	Number of examinations conducted	No. of Candidates Appeared
SSA (Probationers) Examination	01	73
EO/AO (Probationers) Examination	01	15
ASO (Probationers) Examination(phase-II)	01	222
Computer skill test for SSA (promoted from LDC, compassionate appointment)	01	52

8.15 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.

8.16 RESEARCH

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

- i) More than 70 policy briefs, notes, learnings were prepared based upon various reports, articles published by the international agencies like the United Nations, World Bank, ILO, ADB, ISSA etc.
- ii) A list was compiled of various social security benefits in different states of India.
- iii) Presentations on EPF Malaysia, EPF Singapore and other countries were made by team PDNASS before CPFC and senior officers of EPFO.
- iv) Two research projects completed and published with the International Social Security Association (ISSA) during the World Social Security Forum (WSSF) Morocco Marrakech held on 24 October to 29 October 2022.
 - Study on India's Enterprise Empowerment Centre.
 - Study on innovative interventions during Covid-19. Developing a Social Security Model for effective crisis response.

A dedicated research wing has been now created in the academy to conduct research in all areas of social security.



Welcoming of Japanese delegation at EPFO, PDUNASS, New Delhi



MEETING ON IMPLEMENTATION OF INDIA-JAPAN SOCIAL SECURITY AGREEMENT (SSA)
at Pandit Deen Dayal Upadhyaya National Academy of Social Security (PDUNASS)
22nd-23rd March, 2023



CHAPTER 9

Information Technology Initiatives

EPFO, as a public service organisation, aspires to use information technology to meet stakeholders' expectations with ease and efficiency. IS Division of EPFO has undertaken various initiatives out of which, major initiatives having a larger impact are as under:

1. E-Nomination: Online filing of E-nomination has been provided to subscribers, E-nomination facility enables subscribers to avail facility of online filing of Pension claims, it also facilitates nominee in getting Provident Fund (EPF), Pension (EPS) and Insurance (EDLI) benefits through filing of online claims. 47,10,859 nominations for the period 01/04/2022 to 31/10/2022 have been filed (Total as on date may be taken from MIS).

2. Development of Centralized IT Enabled Systems around Unified Portal: M/s CDAC Pune has been awarded a project with the approval of the Central Board of Trustee, EPF for development of Centralized IT Enabled Systems around Unified Portal. To meet the end objective of better service delivery, the EPFO desires an integrated system which runs on a centralized database. The main deliverable of this phased development is Managing the life cycle of different type of claims right from receipt to disbursement of payment, centralized payment file processing and payment disbursement, Reengineered returns filing system, Grant and cancellation of exemption, UAN based accounting, Configurable user and role management engine, MIS reports.

This project Computerization 2.01, for development & Maintenance Of Centralized IT Enabled System for EPFO was commenced in January 2023 under the execution of M/s CDAC Pune. The expected timeline for completion of the project is about 16 months.

3. Online compliance monitoring system in respect of contract employees by the Principal Employers: There are a large number of big establishments as well as the Government departments/ Organizations that outsource their work to contractors for getting their work done. These contractors hire the contract workers and claim the salary from the principal employers. There are several security agencies, man power suppliers, and general contractors who get contracts from the big establishments. Government departments like Railways, PWD etc. regularly outsource their work. In order to facilitate the principal employers to monitor whether the contractors have actually remitted the PF dues in respect of the contract workers, an online facility has been provided so that a principal employer can add his contractor establishment and monitor the remittances for the PF dues in respect of the contract workers. The Government Organizations have been given a facility to register on the basis of their TAN and then monitor the compliance of the contractors from the created login. This monitoring leads to ensure that the contract workers get their due benefits.

4. Pension and EDLI Calculator: Pension and EDLI Calculators has been launched to provide online facility to Pensioner and Family members to calculate the benefits of Pension and Death Linked Insurance Benefit for which they are eligible.

5. Pan India Implementation of eOffice: Earlier the process of file handling in EPFO was being handled in physical files apart from few offices. In view of Digital India the process of making the official work completely paperless, the process of PAN India e-Office Implementation was commenced for 136 Regional offices of EPFO. On the occasion of Good Governance Day (25.12.2022) some ROs have commenced work on eOffice by moving certain files through eOffice.

6. Face authentication for Digital Life Certificate: A facility of Face authentication technology for Digital Life Certificate has been launched to help those pensioners who face difficulties in getting their biometrics (Fingerprint & Iris) captured due to old age.

7. Annual Performance Assessment Report APAR): System enabled end-to-end APAR filing process – developed in-house by the IS Division EPFO was implemented across all cadres of the organization.

8. Vigilance Clearance Initiate and Tracking (VCIT): An in-house developed functionality VCIT to initiate, collect and track Vigilance Clearances in respects of EPFO's Staff has been successfully deployed.

9. Augmentation of additional Storage enhancement in SAN and NAS: The data in EPFO is increasing rapidly day-by-day. Due to incorporation of KYC updation through aadhar and e-Nomination work, the storage consumption has increased many folds. Further, post Covid-19, 99% of the claims are received online and the data related to claims (bank passbook, aadhar data etc., are also to be stored in the storage). Accordingly, EPFO augmented 600 TB Storage space in SAN during June, 2022 and 945 TB Storage space in HNAS Storage. After reaching a storage utilisation of nearly 90%, the SAN storage was again upgraded by around 488 TB during January, 2023.

10. IT Policy Framework : A well defined Information Security Policy of EPFO approved by the Central Board of Trustees aligned towards ISO 27001 Standards has been rolled out. Data sharing Policy has been formulated which shall be placed before the Board for adoption. A Storage (Hardware) augmentation policy with revised delegation of power to EC, CPFC & ACC (HQ) (IS) is implemented.

11. Revamped Passbook: Revamped Passbook has been developed and launched on 28.03.2023.

12. Application Performance Monitoring Tools (AppDynamics) implementation: Based on recommendation of CDAC, the Application Performance Monitoring tools has been purchased and implemented during July, 2022. Based on the tools recommendation, the application queries and configuration of servers have been tuned. The overall performance of the Employer Portal and Member Portal has been increased.

13. Implementation of Backup Solution: The Dell Data Domain backup solution has been implemented and operationalised w.e.f. September, 2022. The weekly full backup and daily incremental backups have been shifted from Storage to backup appliances. Thus resulting in some space savings in SAN storage. Since, the backups are scheduled in the appliances, the backups are being taken automatically.

14. Enterprise Management Solution (EMS): The EMS Solution was implemented in November, 22 with the aim to monitor all IT Infra (Physical Servers, Virtual Serves, Network and Security appliances). The solution has an auto discovery feature to identify the IT assets, and in case of an outage the system generates alerts including automatic sending of SMS to concerned officers for mitigation. E-Mail has also been configured in the solution to send the mail alerts to the stakeholders. Presently, we have limited licenses (500) which are proposed to be augmented in due course. EPFO has also requested the OEM to refine the solution and to provide few additional features like URL Monitoring and Asset Management. The OEM is customizing the application according to EPFO requirements.

15. Procurement of additional 40 Oracle Database Licenses and augmentation of two Database Servers at DC, Gurugram: The increasing number of visitors to EPFO Portals has led to an increase in number of concurrent users. After Covid-19 and implementation of e-Nomination, the number of concurrent users has increased many folds. The average number of concurrent users between 10.00 AM to 04.00 PM in the Member Portal has increased from 25,000 to 50,000. Before January 2023, EPFO was having 5 Node Oracle Database RAC Clusters which catered to the entire workload of the Employers, Members, Pension and EPFO Field Offices.

Due to higher peak load EPFO IT Team was often forced to reduce the number of available concurrent connections to 10000 at server level to manage the workload. Even though the application was tuned based on the recommendations of Application Monitoring Tools, the Database servers could not handle the load. This regularly led to slowness in the entire EPFO applications.

EPFO has purchased 40 Oracle Database Licenses to include 2 more servers during January 2023. Presently, EPFO is functioning with a 7 node Oracle Database RAC Cluster. After implementation, there is no connection restriction in the member portal. The employers are able to upload big files without appreciable delays. The members registering the claims on-line hassle free. After this capacity augmentation the reports regarding slowness of application from Field Offices have reduced. Moreover, slowness – even when reported – has been seen to be attributable to Application related issues.

16. Revamped Form 19 - Processing of Form-19 revamped with reduction in steps and visibility of data at one place minimizing the number of clicks by User thereby resulting in faster claim settlement.

17. Annual Accounts Processing- Major changes were effected for processing Annual Accounts for 2021-22 for implementation of Ministry of Finance notification dated 31- 08-2021 reg. segregating Taxable & Non-Taxable components and Interest updation with TDS. More than 27.4 crore accounts of 11.9 lakh establishments have been processed.

18. Security Audits- To strengthen the security posture of public facing website/ applications, an Audit of Web Applications by STQC (CERT-In empanelled expert agency) is under process since October 2022 and certificate was received from STQC in February 2023. To further bolster security the website of EPFO has been put behind the Web Application Firewall (WAF) in January 2023. Also, Revamping and redesigning of the website is in progress by a NISCI empaneled firm. To identify security gaps/ risks within ICT Infrastructure of EPFO, an ICT Infra Audit by C-DAC Hyderabad (a Cert-In empanelled agency) is underway at EPFO (NDC, DC, DR) since January 2023.

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 FA & CAO and is assisted by an Additional Central Provident Fund Commissioner (Audit). Structure of Internal Audit Division in Head Office and its strength (in terms of manpower) is as follows:-

Sl. No.	Post	Sanction	In-Position	Deficit
1.	ACC(Audit)	1	1	0
2.	RPFC-I	3	1	2
3.	RPFC-II	3	2	1
4.	Section Officer	6	2	4
5.	Asst. Section Officer	12	3	9

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 31-03-2023 was as under:-

Sl. No.	Post	Sanction	In-Position	Deficit
1.	Deputy Director(Audit)	15	2	13
2.	Asstt. Director(Audit)	30	11	19
3.	Asstt. Audit Officer	36	14	22
4.	Auditor	60	17	43
Total		141	44	97

10.4 During the year 2022-2023, due to acute shortage of manpower at all the levels in IAPs, some IAPs have been merged to meet the functional requirements and, following 6 IAPs were functional instead of 15 sanctioned IAPs as on 31.03.2023:-

Chennai	Jaipur
Mumbai	Kanpur
Thiruvananthapuram	Ahmedabad

Even out of the aforesaid 6 functional IAPs, some Deputy Director (Audit) and/or Asstt. Directors (Audit) have been assigned additional charge of other IAPs to meet the functional requirements due to acute shortage of IAPs officials in various IAPs in different location.

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 54 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
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 and Special VDR functionality during the last 5 years.
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 the 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/DOB/Father/Spouse/Gender and also changes made in the KYC details such as Aadhar, Name and Bank Account by either authorized signatories of the establishments, other employees of the establishment or some other person outside of the establishment.
13	100% verification of Offline Claim and also to verify the claims settled in Offline mode wherein amount was credited using Appendix-E and Special VDR without allotment of UAN and non-Aadhar seeded UAN, during the last 5 years.
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
18	Verification of High Value Claims(5 lacs or more)
	Cash:
19	Collection of Interest on belated credit from SBI and payment of commission/service charges to the bank.
20	100% verification of TDS deduction on PF claims and deposited with IT department
21	100% verification of remittances received by way of Demand Draft, whether it is properly accounted, without any delay

Sl. No.	Item of Core Areas for Field Offices
	Pension:
22	100% verification of special 10D & Special 10C cases
23	100% verification of higher pension case
24	100% verification of record relating to PPO wise pension reconciliation
25	Audit of Dual/Multiple Pension cases linked with same Aadhar.
26	Audit of child pension
27	All instances of pension cases where on the date of approving PPO/release of pension - establishment was in default.
	Compliance:
28	100% verification of coverage U/s 1(4) during the year which have more than 20 no. of employees in the initial month
29	Short payment of administrative charges by employer during the year and inspection charges payable by Exempted Establishments.
30	Test check of coverage confirmation of OLRE coverage
31	Pendency of prosecution cases under Section 14 of the Act
32	Status of levy & collection of damages
33	All pending 7A cases beyond 2 years
34	All pending arrear demand of Rs. five lakhs and above.
35	The issue of establishment (-) Negative balance
	Exemption :
36	100% verification of EDLI exemption case
37	Status of the Compliance Audit of the Exempted Establishment and compliance thereof.
38	Delay in processing of cancellation & surrender of Exempted cases
	PMRPY/PMGKY/ABRY
39	Verification of expenditure/re-imbursement to the employer under PMRPY Scheme up to 2019
40	The audit of PMGKY scheme of the Government implemented in the Field Offices.
41	Verification of ABRY eligibility by establishments and employees from October-20 to 31st March 22)
	Administration :
42	Procurement and expenditure to be audited in the context of GFR provisions, Budget allocation and Schedule of Administrative & Financial powers.
43	Physical Cleanliness of the office in terms of directives given under the Swatch Bharat Abhiyan.
44	Service matters of the officers/officials
45	The working of facilitation centers in ZO's and RO's.
46	The time taken for and quality of resolution of grievances lodged
47	Audit of Budget of each of the Z.O and R.O.
	Newly added core areas letter dated 25.07.2022
48	Verification of correct disbursement of EDLI payments as per eligibility.
49	Verification/audit of transfer of past accumulation of Exempted Trusts prior to surrender of Exemption or after issue of Notification of Cancellation of Exemption.

Sl. No.	Item of Core Areas for Field Offices
50	Verification of transfer of surplus of the corpus to the EPFO after cancellation of Exemption for the last 5 year
51	Audit of inspections allotted/done through Shram Suvidha Portal (SSP)/CAIU.
52	To verify all new member IDs (Zero Balance Account) created in application software & FO interface and adjusting opening balance by using Appendix-E functionality during the last 5 years.
53	Cases related to Pension such as disbursement of pension in r/o on non-pensioners, disbursement of excess pension to ineligible member, remittance of pension in Bank Account of some other person and Pension arrears
54	Certain people opened fake estts. and took the coverage under EPF. UANs linked with these fake estts. were found in thousands and in disproportion to the number of contributions/members shown in ECRs. It was found that UANs of members of other genuine estts. Were linked and their KYC details were changed for fraudulently withdrawing their PF accounts.

10.6 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

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

i) Despite acute shortage of IAPs officers, IAPs have completed audit of 92 offices out of 142 during FY 2022-23.

- ii) In a nutshell, 2424 Audit Paras have been added during the current FY 2022-23(upto 31-03-2023).
- iii) During the F.Y 2022-23 a total of 1487 outstanding audit para were dropped by the Zonal Audit Committees in respect of category 'C' in accordance with the guidelines set by the FIAC.

10.8 Special audit was conducted various Regional Office for different issues i.e. Regional Office Kandivali-II (related to EPS settlement matter), Gurugram(related to Pay fixation matter) and Visakhapatnam(related to Pension matter).

STATUTORY AUDIT

10.9 The Accounts and transactions of the Head Office of the Organization are regularly audited by the Director General of Audit, under the guidance of the CAG of India. Further, the 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.

10.10 During the F.Y 2022-23, a total of 438 outstanding audit para were dropped by the O/o concerned DGA paras in respect of various offices under EPFO. Apart from this replies of 1265 outstanding paras were also forwarded to O/o concerned DGA for early settlement/dropping of pending audit paras in respect of various offices under EPFO.

CONCURRENT AUDIT

10.11 Concurrent Audit in EPFO was set up on 29.08.2017. An audit portal was officially launched on 01.05.2018 by the Hon'ble Union Minister (Labour & Employment), Govt. of India. Consequent to the gradual move towards 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.

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 FA & CAO and is assisted by a team of officers/officials consisting of One Additional Central Provident Fund Commissioner, One Regional Provident Fund Commissioner-I, One Regional Provident Fund Commissioner-II, One Assistant Director (Audit), One Section Officer, Three Assistant Audit Officers, two Auditors and three 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.

10.12 Objectives:

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

10.13 Significance:

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

10.14 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 daily basis, as per following details:

- i) Dob/Name Change
- ii) Multiple Payments in same account
- iii) Payments from Dormant Accounts
- iv) High Value Claims (Top 50)
- v) Revision of PPO
- vi) Payment of EDLI claims from Exempted establishment
- vii) Claims with Appendix E
- viii) Claims from closed Establishments
- ix) Member Accounts opened with Zero OB
- x) Physical Claims

It is mentioned that no new Functionality has been added in the year 2022-23.

10.15 Total Alerts sent during the year 2022-23 are tabulated below (Month wise):

Month	Total Alerts Sent
April 2022	217279
May 2022	245153
June 2022	288622
July 2022	263708
August 2022	289197
September 2022	225289
October 2022	186744
November 2022	168569
December 2022	237412
January 2023	223801
February 2023	199619
March 2023	237193
Total	2782586

10.16 Achievements:

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

Sr. No.	Area of Audit	No. of Irregularities observed		
		2020-21	2021-22	2022-23
1	Total Alerts generated during the year	1001870	1490042	2782586
2	Irregular payment prevented by alerts.	277	242	50
3	Amount recovered in response to alerts from Concurrent Audit.	127	63	9

10.17 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. Also upon examination it is found that majority of irregularities consist of multiple payment in same bank account, which can be seen from the analysis given below-

Total Irregularity observed during 2022-23	Multiple Payment in same bank account	Other irregularity
50	40	10

CHAPTER

11

Legal Matters

OVERVIEW OF LEGAL CASES

11.1 The Employees' Provident Fund Organization is entrusted with the responsibility of implementation and regulation of Employees' Provident Funds & Miscellaneous Provisions Act, 1952 and schemes framed there under. A large number of Court Cases are generated in course of discharge of statutory duties by the organization. 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 Employees' Provident Funds and Miscellaneous Provisions Act, 1952 such as Section 7A, 7B, 7Q, 14B etc.

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

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

11.2 Important Cases/matters/judgements:-

I. Pension on higher wages- Judgment of Hon'ble Supreme Court in SLP 8658-8659/2019 (EPFO Vs Sunil Kumar B) -

The Hon'ble SC has vide judgment dated 04-11-2022:-

- i) Set aside the impugned Kerala High Court judgment dated 12.10.2018
- ii) Held the 2014 amendments to EPS constitutionally valid
- iii) Read down some part of 2014 amendment-
 - a) 1.16% contribution from employees held contrary to parent Act
 - b) Arrangement allowed to continue for six months
- iv) Upheld the judgement in RC Gupta Vs RPFC [no cut off date for exercising option for pension on higher wages.
- v) Held, no distinction between employees of exempted and unexempted establishments qua benefits under EPS
- vi) Recognized and upheld power of the Govt to amend the EPS prospectively or retrospectively
- vii) Directions issued under Art 142 - Existing employees (as on 01.09.2014 who had not exercised the option under the unamended Para 11(3) of EPS-95 may exercise the option for higher contributions to EPS within the next four months
- viii) Employees who had retired prior to 01.09.2014 without exercising the option under Para 11(3) were not entitled to the benefit of this judgment.

II. IBC/NCLT/NCLAT matters-

- i). The promulgation of Insolvency and Bankruptcy Code, 2016, has consolidated the legal framework about recovery of debts, charges and liens from companies, firms and individuals going insolvent.
- ii). The EPF & MP Act, 1952 mandates that contributions to EPFS, EPS and EDLIS be made mandatorily. These contributions must be collected in precedence over all other debts and dues under section 11 of EPF & MP Act. Supreme Court in Maharashtra State Co-operative Bank Ltd. V. APFC [2009 10 SCC 123]

held that Section 11 is declaratory in nature and Sub-section (2) thereof declares that any amount due from an employer shall be deemed to be first charge on the assets of the establishment and shall be paid in priority to all other debts.

- iii). EPF dues are not operational debts under IBC. Instead, they are monies belonging to the employees, to be handed over by employers to EPFO for investment and safekeeping.
- iv). The above two principles have been recognised under IBC when it has designedly excluded PF dues from the waterfall mechanism for liquidation in section 53 of IBC
- v). The provisions of IBC 2016 do not have any conflict insofar as the provident fund and allied dues of workers are concerned
- vi). Thus it is imperative that the concerned field offices follow appropriate directions invariably prior to approval of resolution or liquidation plans, so that workers' interest can be safeguarded in all such cases. Accordingly, guidelines have been issued to field offices for dealing with matters of recovery of EPF dues from corporate debtors undergoing corporate insolvency resolution process (CIRP). EPFO has undertaken an arrangement with the Insolvency and Bankruptcy Board of India (IBBI) for receipt of all notices under IBC at one common desk. The jurisdictional offices have been directed to ensure an independent mechanism of continuous monitoring of the IBBI official website for notices issued under CIRP. The status of the CIRP process, nature of claims filed, details of claims admitted by the Liquidator, NCLT/NLAT orders etc. can also be accessed in the Quick Links provided in <https://www.ibbi.gov.in/>.
- vii). Strict timelines have been prescribed to the field offices for filing of claims/appeals.

III. Important judgments:-

- i). **Jet Aircraft Maintenance Engineers Welfare Association v. Ashish Chhawchharia & Ors. [(2022) SCC OnLine NCLAT 418] dated 21/10/2022** - Hon'ble NCLAT in its judgement held that non-payment of full provident fund amount to the workmen and employees and the gratuity payment till the insolvency commencement date amounts to noncompliance of provisions of Section 30(2)(e) of Insolvency and Bankruptcy Code, 2016 (IBC) finding no other parts of the resolution plan to be infirm in any manner. The Court further directed the Successful Resolution Applicant to make pending payments of provident fund and gratuity to the workmen and the employees.
- ii). **Sikander Singh Jamuwal v. Vinay Talwar Resolution Professional and Others [Company Appeal (AT) (Ins)No. 483 of 2019] dated 11.03.2022**- Hon'ble NCLAT held that there was no conflict between Section 17B (Liability in case of transfer of establishment) of the Employees Provident Fund and Miscellaneous Provisions Act, 1952 ("EPF Act") and the Insolvency and Bankruptcy Code, 2016 ("IBC"), owing to which Section 238 of the IBC (Provisions of the IBC to override other laws) would not come into force. Hence, the payment or non-payment of provident fund ("PF") dues is not a matter of commercial wisdom, and necessary compliance of law is a must.
- iii). **Applicability of the EPF Act on Municipal Corporations:-** Hon'ble Calcutta High Court (Appellate Side) vide judgement dated 14 July, 2022 in case Provident Fund Organisation vs Kolkata Municipal Corporation, has held that the 74th Constitutional Amendment Act, 1992 shall override the provisions of the Kolkata Municipal Corporation Act, 1980 and Chapter IX of the Constitution of India (as amended) shall apply to the Kolkata Municipal Corporation.
- iv). **Applicability of the EPF & MP Act on the Homeguards-** CGIT Jabalpur order dated 22.08.2022 [CGIT/LC/EPFA-21-2020], Director General Homeguard Jabalpur vs RPFC Jabalpur- The finding of the Respondent Authority regarding applicability of the Act with respect to the intervener home guards is held justified in law and fact and is affirmed.
- v). **Regarding question of Mens Rea-** Hon'ble Supreme Court in its judgement dated 23-02-2022 in Horticulture Experiment Station Gonikoppal Coorg Vs Regional Provident Fund Organization [Civil Appeal 2136 of 2012] has held that mens rea or actus reus is NOT an essential element for imposing penalty/damages.

- vi). **Regarding power to sanction prosecution-** Hon'ble Supreme Court in its judgement dated 05-08-2022 in SLP No. 3737 of 2019 titled as Provident Fund Inspector Vs Aimil Pharmaceuticals limited & ors has quashed the common judgement and order dated 12-07-2018 passed by the High Court of Delhi wherein Delhi High Court had ruled that the RPFC-II has no authority to grant sanction for prosecution. Hon'ble Supreme Court, in the order, has reaffirmed its earlier ruling that the question of legality and validity of sanction has to be raised in the course of trial.

11.3 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 2023	Total Number of cases decided	Decided in favour	Decided against	Remanded back
01.04.2022-31.03.2023	78	64 (82%)	11 (14%)	3 (4%)

11.4 Cases in High Courts:

During this period, a total no. of 2654 cases were decided in various High Courts.

Year 2023	Total Number of cases decided	Decided in favour	Decided against	Remanded back
01.04.2022-31.03.2023	2654	2173 (82%)	325 (12%)	156 (6%)

11.5 Important events during the year:-

- i). **Draft Scheme by NLSIU Bangalore for gig, platform & unorganized workers-** The Ad-hoc Committee on Coverage & related Litigation had recommended that the administration of gig, platform & unorganized workers may be assigned to EPFO. Accordingly, vide legal division letter dated 11.10.2022, this recommendation was forwarded to MoLE. Further a task force on unorganized workers has been constituted at Head Office. Centre for Labour Studies, National Law School of India University, Bangalore has been engaged for assistance in framing of a new Scheme for the Gig & Platform workers as well as workers in the unorganized sector
- ii). **Functioning of Regional Committees:-** The Ad-hoc Committee on Coverage & related Litigation had recommended that the Regional Committee shall meet at least four times every year in place of "twice" in a year as per the existing Para 11(1) of the EPF Scheme 1952. It was also recommended that the Regional Committees shall have a standing agenda on coverage and litigations.

Accordingly, vide legal division letter dated 09.05.2022, it was informed to the Secretaries of the Regional Committees to keep Coverage and Litigation as a standing agenda in its meetings.

Also, MoL&E vide notification G.S.R. 93(E) dated 13th February, 2023 has amended Para 11(1) of Employees' Provident Funds Scheme, 1952 which states that "the Regional Committee shall meet at least four times in each financial year."

- iii). **Legal Task Force:-** In pursuance of the provisions of Legal Framework Document, vide legal division letter dated 20.09.2022, Zonal & Regional Offices were directed to constitute task forces at ZO & RO level to monitor legal cases and forward a monthly report to Head Office. Accordingly, legal task forces at HO, ZO & RO level have become functional.

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

Sl. No.	Category	Total Workload (as on 01.04.2022)	Total cases added during the year	Decided during the year			Total cases decided during the year	C.B as on (31.03.2023)
				Against	In favour	Remand back		
1	Status of Supreme Court cases	146	19	11	64	3	78	87
2	Status of High Court cases	12303	2390	325	2173	156	2654	12039
3	Status of District Court cases	5390	870	40	569	6	615	5645
4	Status of National Commission cases	60	17	7	11	0	18	59
5	Status of State Commission cases	1795	300	83	173	3	259	1836
6	Status of District Consumer Forum cases	3621	471	191	489	1	681	3411
7	Status of CAT cases	953	121	30	61	3	95	979
8	Status of CGIT cases	7353	1508	97	655	94	846	8015
9	Others	60	15	0	3	0	3	72
TOTAL		31681	5711	784	4198	266	5249	32143

11.7 Zone wise status of cases under various courts is as under:

Sl. no.	Zonal Office	Total Workload (as on 01.04.2022)	Total cases added during the year	Decided during the year			Total cases decided during the year	C.B as on (31.03.2023)
				Against	In favour	Remand back		
1	ACC Hubli	3125	403	101	245	6	352	3176
2	ACC Pune	2745	384	15	284	20	319	2810
3	ACC TVM	2786	663	91	568	97	756	2693
4	ACC Coimbatore	2334	438	78	410	21	509	2263
5	ACC Kolkata	2216	299	21	214	2	237	2278
6	ACC Bhopal	2173	576	87	505	16	608	2141
7	ACC Kanpur	1691	338	11	277	21	309	1720
8	ACC Chennai	1463	341	14	222	4	241	1563
9	ACC Delhi	1540	224	20	161	7	188	1576
10	ACC Chandigarh	1390	236	8	144	6	158	1468
11	ACC Jaipur	1275	195	5	176	0	181	1289

12	ACC Bandra	1178	101	4	10	12	26	1253
13	ACC Bengaluru	1209	200	34	232	2	268	1141
14	ACC Hyderabad	1171	188	28	127	11	166	1193
15	ACC Ahmedabad	1160	202	36	112	3	151	1211
16	ACC Bhubaneswar	1025	174	120	127	0	247	952
17	ACC Faridabad	750	228	17	129	1	147	831
18	ACC Thane	881	137	7	26	10	43	975
19	ACC Patna	735	245	28	135	25	188	792
20	ACC Vijayawada	722	112	57	49	0	106	728
21	ACC Guwahati	112	27	2	45	2	49	90
TOTAL		31681	5711	784	4198	266	5249	32143

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 deprived of social security benefits in the host country despite making monetary contributions because of special social security rules in force. The contributions made by such migrant professionals during their stay in the host country were lost as the benefits were not payable before expiry of a minimum qualifying period. The return of contribution paid in that country was therefore not available in case of return to the home country. Additionally, there was 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 With a view to protect the rights of migrant workers, the Government of India decided to enter into bilateral Social Security Agreements (SSAs). An SSA coordinates the social security schemes of two contracting states in order 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 In the context of above and in order to implement the provisions of bilateral SSAs, enabling provisions for International Workers (IWs) were introduced in the EPF Scheme and Employees Pension Scheme by inserting Para 83 of Employees Provident Fund Scheme 1952 and Para 43-A of Employees Pension Scheme 1995 and given effect from 1st October, 2008. The special provisions have been amended subsequently keeping in view the requirements arising over the 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) to all Indian establishments (Private and Public Sector) apart from the employees of establishments covered under the EPF & MP Act when they are posted/deputed abroad in a country having SSA with India.

Special Provisions In Respect Of International Worker

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

12.7 An International Worker (IW) may be an Indian worker or a foreign national as defined under 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 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 Social Security Agreements, are exempted from contributing to their social security system, provided they are complying with the Indian social security system. This exemption is available for a specified period stipulated in the agreement.
- 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 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 the International Workers of the various countries are as detailed below:

S. No.	Country	Date of Effect	Detachment	Totalisation	Portability
1	Belgium	01-09-2009	5 years	√	√
2	Germany	01.10.2009	4 years	√	√
3	Switzerland	29-01-2011	6 years	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 social security agreements are ongoing with 18 foreign countries which are USA, UK, Philippines, Spain, Poland, Russia, Thailand, Chile, Argentina, Uruguay, Peru, Lithuania, Indonesia, Cyprus, Sri Lanka, Italy, China and Albania.

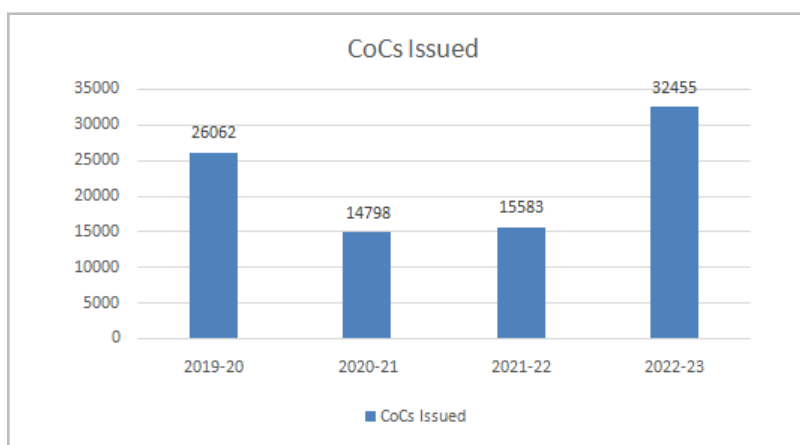
12.10 Certificate Of Coverage (COC)

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

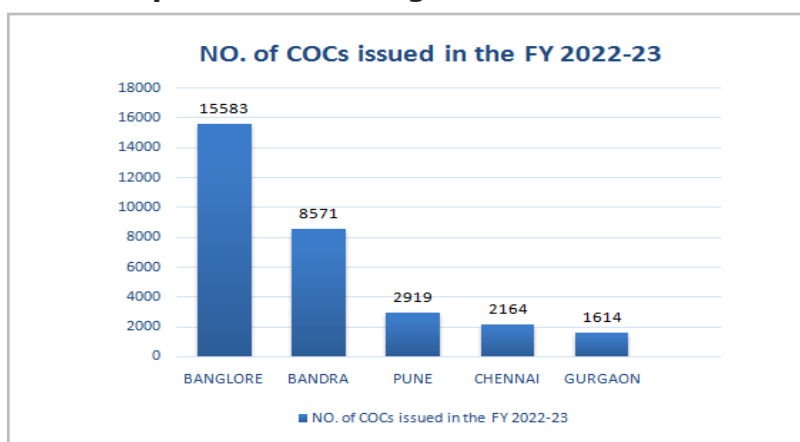
The facility to apply for COC has been made available online. The employee or the employer can apply for COC in the International Workers Portal the link of which is available on the EPFO website. The application is directed electronically to the concerned Regional Office of EPFO where the applications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

COCs have been issued to the 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 International Workers 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 the financial year 2021-2022 and 2022-23 as the number of COCs issues has increased to 15583 and 32455 respectively, which indicates that the cross-border movement of IWs is on a gradual recovery from effects of the COVID-19 pandemic.



Top 5 Zones with regard to issued COCs



APPENDICES

Appendix-1(i)

MEMBERS OF CENTRAL BOARD OF TRUSTEES, EPF AS ON 31.03.2023	
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 (Investment), Department of Economic Affairs, 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 31.03.2023	
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 (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
1	AERATED WATER	1	1471	1472	5	168374	168379
2	AGARBATTI	0	847	847	0	73516	73516
3	AGRICULTURE FARMS	6	23545	23551	15427	299864	315291
4	APARTITE MINES	0	30	30	0	1402	1402
5	ARCHITECTS	1	2544	2545	213	103193	103406
6	ASBESTOS	2	182	184	2887	19782	22669
7	ASBESTOS CEMENT SHEETS	1	207	208	260	52461	52721
8	ASBESTOS MINES	0	59	59	0	5773	5773
9	ATTORNEYS	2	157	159	93	6936	7029
10	AUTOMOBILE SERVICING	24	11737	11761	214292	1613539	1827831
11	BALL CLAY MINES	0	90	90	0	9302	9302
12	BANKS OTHER THAN NATIONALISED BANKS.	65	4846	4911	991177	1052485	2043662
13	BARYTES / DOLOMITE/ FIRECLAY ETC. MINES	1	67	68	0	5270	5270
14	BARYTES MINES	0	24	24	0	1472	1472
15	BAUXITE MINES	6	131	137	17943	9164	27107
16	BEEDI MAKING	0	8409	8409	0	4034709	4034709
17	BEER MFG.	2	454	456	8805	82067	90872
18	BISCUIT MAKING	3	1967	1970	6113	394031	400144
19	BONE CRUSHING	0	193	193	0	8837	8837
20	BOTANICAL GARDENS	0	379	379	0	39955	39955
21	BREAD	6	1065	1071	366	122737	123103
22	BRICKS	1	19700	19701	0	408341	408341
23	BRUSHES	0	176	176	0	11820	11820
24	BUILDING AND CONSTRUCTION INDUSTRY	32	175301	175333	109044	19457388	19566432
25	BUTTONS	0	184	184	0	18002	18002
26	CALCITE MINES	0	72	72	0	11593	11593
27	CANE FARMS	4	210	214	771	13450	14221
28	CANTEENS	1	6643	6644	916	566076	566992
29	CARDAMOM PLANTATIONS	0	437	437	0	11004	11004
30	CASHEWNUTS	0	3243	3243	0	529780	529780

Establishments and Members – Industry/Class Wise (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
31	CATTLE FEED INDUSTRY	1	942	943	398	129905	130303
32	CEMENT	48	3289	3337	178504	629910	808414
33	CHARTERED OR REGD. ACCOUNTANTS	0	1523	1523	0	142469	142469
34	CHINA CLAY MINES	0	158	158	0	13053	13053
35	CHROMITE MINES	1	94	95	818	66162	66980
36	CIGARETTES	4	142	146	27916	26094	54010
37	CINCHONA PLANTATIONS	0	24	24	0	13323	13323
38	CINEMA THEATRES EMPLOYING 5 OR MORE WORKERS	0	2386	2386	0	60881	60881
39	CINEMAS INCLUDING PREVIEW THEATRES	4	7863	7867	49	117130	117179
40	COFFEE CURING	2	230	232	398	27523	27921
41	COFFEE PLANTATIONS	3	2958	2961	2114	123932	126046
42	COIR	1	889	890	0	68065	68065
43	COLLEGE	6	11074	11080	1212	695109	696321
44	COMPANIES OFFERING LIFE INSURANCE , ANNUITIES ETC.	2	743	745	142154	386943	529097
45	COMPANIES/SOCIETIES/ ASSC/CLUBS/TROUPES FOR PERFORMANCES	17	5928	5945	5561	641115	646676
46	CONFECTIONERY	4	3026	3030	834	387205	388039
47	CORUNDUM MINES	0	49	49	0	4152	4152
48	COST - WORKS ACCOUNTANTS	0	418	418	0	20153	20153
49	COTTON GINNING - PRESSING	20	7559	7579	19569	578505	598074
50	CROCKERY	1	764	765	0	74733	74733
51	DAL MILLING	0	1245	1245	0	45761	45761
52	DIAMOND CUTTING	1	3704	3705	0	334171	334171
53	DIAMOND MINES	1	72	73	189	3309	3498
54	DIAMOND SAW MILLS	1	54	55	0	5679	5679
55	DISTILLING - RECTIFYING OF SPRITS	6	1083	1089	4305	177264	181569
56	DISTRIBUTION-FILM	1	215	216	1	8894	8895
57	DOLOMITE MINES	0	90	90	0	14552	14552

Establishments and Members – Industry/Class Wise (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
58	EDIBLE OIL - FAT	22	5028	5050	22587	356005	378592
59	ELEC, MECH OR GEN ENGG PRODUCTS	287	111381	111668	1452578	22260480	23713058
60	ELECT. PORCELAIN INSULATOR	4	3913	3917	759	125962	126721
61	ELECTRICITY (G,T,D)	217	12553	12770	474827	892910	1367737
62	ELECTRONIC MEDIA COMPANIES IN PRIVATE SECTOR	6	2512	2518	562415	616629	1179044
63	EMERALD MINES	0	51	51	0	7955	7955
64	ENGINEERS - ENGG. CONTRACTORS	55	189864	189919	930001	14389673	15319674
65	ESTABLISHMENT ENGAGED IN MANUFACTURE, MARKETING SERVICING, USAGE OF COMPUTERS	27	26137	26164	1963643	7312838	9276481
66	ESTABLISHMENT ENGAGED IN RAILWAYS FOR CONSTRUCTION, MAINTENANCE, OPERATION	0	5095	5095	0	117904	117904
67	ESTABLISHMENTS ENGAGED IN CLEANING,SWEEPING SERVICES	0	25428	25428	0	3871260	3871260
68	ESTABLISHMENTS ENGAGED IN RENDERING COURIER SERVICES	1	1455	1456	36748	328044	364792
69	ESTABLISHMENTS OF AIRCRAFT OR AIRLINES	3	411	414	21412	71763	93175
70	EXPERT SERVICES	185	378698	378883	2406804	104072021	106478825
71	EXPLOSIVES	4	587	591	2244	54552	56796
72	FELDSPAR MINES	1	68	69	4066	7249	11315
73	FERRO CHROME	1	269	270	447	102016	102463
74	FERRO MANGANESE	2	225	227	522	36147	36669
75	FILM PROCESS-LABORATORIES	0	486	486	0	39758	39758
76	FILM PRODUCTION CONCERN	0	2554	2554	0	71308	71308
77	FILM STUDIOS	0	831	831	0	46087	46087
78	FINANCING ESTABLISHMENT	51	13880	13931	203205	3645024	3848229
79	FIRE WORKS	1	1730	1731	1254	296511	297765

Establishments and Members – Industry/Class Wise (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
80	FIRECLAY MINES	0	34	34	0	3547	3547
81	FISH PROCESSING AND NON-VEG FOOD PRESERVATION	1	1914	1915	22	251652	251674
82	FLAVOURITE MINES	0	32	32	0	3153	3153
83	FLOUR MILLING	3	2517	2520	214	186369	186583
84	FORWARDING AGENCY	2	4894	4896	60135	738048	798183
85	FRUIT ORCHARDS	1	290	291	2422	19264	21686
86	FRUITS - VEG. PRESERVATION	2	3509	3511	160	321646	321806
87	GARMENTS MAKING	5	21189	21194	1357	12093095	12094452
88	GAUR GUM FACTORIES	0	111	111	0	6597	6597
89	GENERAL INSURANCE	1	407	408	0	909536	909536
90	GLASS	12	2129	2141	42091	398538	440629
91	GLU AND GELATINE FACTORIES	0	82	82	0	6094	6094
92	GOLD MINES	2	170	172	6152	8533	14685
93	GRAPHITE MINES	0	119	119	0	5859	5859
94	GYPSUM MINES	0	60	60	0	971	971
95	HEAVY - FINE CHEMICALS	170	18137	18307	406935	4898767	5305702
96	HOSPITALS	33	26389	26422	87122	3445281	3532403
97	HOTEL	21	27764	27785	31836	2845502	2877338
98	ICE OR ICE CREAM	0	862	862	0	93851	93851
99	INDIGO	0	115	115	0	37503	37503
100	INDL. - POWER ALCOHOL	1	157	158	22	18632	18654
101	INDOLEUM	58	2146	2204	21832	214116	235948
102	INLAND WATER TRANSPORT	5	642	647	6741	30590	37331
103	IRON AND STEEL	62	18229	18291	276637	2424023	2700660
104	IRON ORE MINES	21	768	789	21938	104099	126037
105	IRON ORE PELLETS	2	462	464	1734	75088	76822
106	JUTE	71	329	400	289052	134736	423788
107	JUTE BAILING OR PRESSING	0	132	132	0	4177	4177
108	KATTHA MAKING	2	167	169	1482	16946	18428
109	KNOWLEDGE OR TRAINING INSTITUTION	4	9442	9446	432	544775	545207

Establishments and Members – Industry/Class Wise (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
110	KYANITE MINES	0	32	32	0	968	968
111	LAC / SHELLAC	1	106	107	3187	4800	7987
112	LAUNDRY - LAUNDRY SERVICES	0	860	860	0	55884	55884
113	LEATHER PRODUCTS	11	7867	7878	17555	1364038	1381593
114	LIGNITE MINES	2	99	101	23865	29620	53485
115	LIMESTONE MINES	3	827	830	1003	84307	85310
116	LINOLEUM	1	21	22	0	2359	2359
117	LODGING HOUSES, SERVICE APARTMENT, CONDOMINIUMS	0	1704	1704	0	125671	125671
118	MAGNESITE MINES	2	113	115	1196	42280	43476
119	MANGANESE MINES	16	343	359	7737	54970	62707
120	MARBLE MINES	0	595	595	0	21734	21734
121	MATCHES	1	1810	1811	576	269204	269780
122	MEDICAL PRACTITIONERS	5	4800	4805	1607	662122	663729
123	MESSSES	0	616	616	0	74106	74106
124	MICA MINES	2	293	295	4768	13422	18190
125	MICA MINES - MICA INDUSTRY	2	507	509	732	33446	34178
126	MILK PRODUCTS	27	4972	4999	26347	516035	542382
127	MINERAL OIL REFINING	3	456	459	4125	70533	74658
128	MIXED PLANTATIONS	0	556	556	0	18796	18796
129	MUNICIPAL COUNCILS/ CORPORATIONS	0	3198	3198	0	363955	363955
130	MYROBALAN - VEG. TANNING	0	54	54	0	3340	3340
131	NEWSPAPER ESTABLISHMENTS	15	1839	1854	25545	192035	217580
132	NON EDIBLE OIL / FAT	0	764	764	0	57113	57113
133	NONFERROUS METAL AND ALLOYS	11	2404	2415	92770	277103	369873
134	OCHRE MINES	0	204	204	0	14507	14507
135	OTHERS	122	401470	401592	225699	6271178	6496877
136	PAINTS - VARNISH	19	2876	2895	39161	297883	337044
137	PAPER	17	3399	3416	39459	299160	338619

Establishments and Members – Industry/Class Wise (31.03.2023)

S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
138	PAPER PRODUCTS	15	6399	6414	32392	597966	630358
139	PEPPER PLANTATIONS	1	70	71	75	4062	4137
140	PETROLEUM / NAT.GAS PRODUCTION	36	2742	2778	96150	130810	226960
141	PETROLEUM NAT.GAS REFINING	19	1966	1985	52603	201489	254092
142	PICKERS	0	218	218	0	31218	31218
143	PLASTICS PRODUCTS	9	16767	16776	7226	2072599	2079825
144	PLYWOOD	1	3690	3691	6	311770	311776
145	POULTRY FARMING	0	1728	1728	0	256032	256032
146	PRINTING	21	9780	9801	3376	617165	620541
147	PRIVATE AIRPORTS AND JOINT VENTURE AIRPORTS	0	92	92	0	10337	10337
148	PROCESSING AND TREATMENT OF WOOD	1	871	872	113	63329	63442
149	QUARTXITE MINES	0	56	56	0	3768	3768
150	QUARTZ MINES	0	179	179	0	175065	175065
151	RAILWAY BOOKING AGENCIES	0	80	80	0	4464	4464
152	REFRATORIES	8	1059	1067	15092	161466	176558
153	RESEARCH INSTITUTE	6	2184	2190	8952	134574	143526
154	RESTAURANT	1	18858	18859	43	1717045	1717088
155	RICE MILLING	2	16318	16320	7016	442071	449087
156	ROAD MOTOR TRANSPORT	158	15939	16097	763926	1662343	2426269
157	RUBBER PLANTATIONS	1	1066	1067	0	66645	66645
158	RUBBER PRODUCTS	17	5565	5582	18792	1505116	1523908
159	SALT	3	730	733	355	74254	74609
160	SANITARY WARE	1	1394	1395	3585	131319	134904
161	SAW MILLS	1	1293	1294	27	46789	46816
162	SCHOOL	267	49750	50017	50876	2916534	2967410
163	SCIENTIFIC INSTITUTES	3	646	649	597	77075	77672
164	SILICA(SAND) MINES	2	339	341	1541	23134	24675
165	SILIMINITE MINES	1	26	27	792	744	1536
166	SOAP STONE MINES	1	504	505	1751	73107	74858
167	SOCIETIES / CLUBS / ASSOCIATIONS	6	4383	4389	2820	340257	343077

Establishments and Members – Industry/Class Wise (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
168	SOCIETIES CLUBS OR ASSOCIATIONS	14	11608	11622	1721	790601	792322
169	SORTING / CLEANING / TEASING OF COTTON WASTE	0	499	499	0	79226	79226
170	STARCH	3	249	252	1689	32418	34107
171	STATIONERY PRODUCTS	1	1583	1584	236	159014	159250
172	STEATITE MINES	0	148	148	0	8082	8082
173	STEMMING OR REDRYING OF TOBACCO LEAF	0	85	85	0	9174	9174
174	STEVEDORING, LOADING-UNLOADING SHIPS	1	861	862	11947	116899	128846
175	STONE QUARRIES FOR CHIPS BUILDERS ETC.	0	1485	1485	0	55514	55514
176	STONE QUARRIES FOR ROOF-FLOOR SLABS ETC.	2	2251	2253	22670	114931	137601
177	STONEWARE JARS	0	96	96	0	8922	8922
178	STONEWARE PIPES	1	594	595	72	42712	42784
179	STORAGE, TRANSPORT OR DISTT OF PETROL/ NATURAL GAS	5	4931	4936	8564	206092	214656
180	SUGAR	45	3651	3696	59304	695010	754314
181	TEA	28	1927	1955	16214	682620	698834
182	TEA PLANTATION	6	1152	1158	1789	392382	394171
183	TENT MAKING	1	286	287	2	11781	11783
184	TEXTILES	91	45267	45358	185615	9640379	9825994
185	THEATERS HOLDING DRAMATIC PERFORMANCES	1	1476	1477	0	39186	39186
186	TILES	2	4008	4010	2573	259992	262565
187	TOBACCO INDUSTRY	1	2080	2081	0	222816	222816
188	TRADING - COMMERCIAL ESTABLISHMENTS	182	125980	126162	596910	19296847	19893757
189	TRAVEL AGENCIES	20	12627	12647	35240	707872	743112
190	UNIVERSITY	129	1852	1981	15955	209586	225541
191	UNIVERSITY, COLLEGE, SCHOOL. ETC.	337	35398	35735	64688	3109122	3173810
192	WINDING THREAD YARN REELING	2	581	583	8275	139608	147883

Establishments and Members – Industry/Class Wise (31.03.2023)							
S. No.	Industry Type	Establishments			Members		
		Exempted	Un-Exempted	Total	Exempted	Un-Exempted	Total
193	WOOD PRESERVATION PLANTS	1	407	408	3741	227443	231184
194	WOOD SEASONING KILNS	0	156	156	0	17219	17219
195	WOOD WORKSHOP	0	3775	3775	0	264817	264817
196	ZOOLOGICAL GARDENS	2	186	188	0	14527	14527
	Total	3344	2119922	2123266	13714805	285119307	298834112

Appendix-2(ii) (a)

Establishments and Members - Zone Wise (31.03.2023)								
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)	46	62718	62764	2.96	85896	5987794	6073690	2.03
BENGALURU (BENGALURU)	95	95815	95910	4.52	2650208	27217335	29867543	9.99
BIHAR & JHARKHAND(PATNA)	249	90767	91016	4.29	277931	5385338	5663269	1.90
CHENNAI & PUDUCHERRY (CHENNAI)	119	90056	90175	4.25	659073	20003013	20662086	6.91
DELHI & UTTARAKHAND	220	155968	156188	7.36	751519	26322293	27073812	9.06
GUJARAT (AHMEDABAD)	150	152323	152473	7.18	409627	22776248	23185875	7.76
HARYANA	138	99121	99259	4.67	715143	21519819	22234962	7.44
JAMMU KASHMIR AND LADAKH (DL & UK)	0	23220	23220	1.09	0	587602	587602	0.20
KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	81	69592	69673	3.28	223437	6921062	7144499	2.39
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	53	53014	53067	2.50	46732	4124637	4171369	1.40
MADHYA PRADESH & CHATTISGARH (BHOPAL)	176	111807	111983	5.27	183558	9181961	9365519	3.13
MAHARASHTRA(EXCLUDING MUMBAI)(PUNE)	158	186955	187113	8.81	539385	22031801	22571186	7.55
MUMBAI-1 (BANDRA)	281	41119	41400	1.95	3229662	15148292	18377954	6.15
MUMBAI-2 (THANE)	113	113194	113307	5.34	851689	19215465	20067154	6.72
NORTH-EASTERN REGION (GUWAHATI)	25	48576	48601	2.29	32770	1564936	1597706	0.53
ORISSA (BHUBANESWAR)	108	52812	52920	2.49	105588	4170734	4276322	1.43
PUNJAB & HIMACHAL PRADESH	188	99662	99850	4.70	241826	10174028	10415854	3.49
RAJASTHAN	249	87291	87540	4.12	255770	7838413	8094183	2.71
TAMIL NADU(EXCLUDING CHENNAI)	62	95194	95256	4.49	230104	14105082	14335186	4.80
TELANGANA (HYDERABAD)	78	101728	101806	4.79	883000	15698285	16581285	5.55
UTTAR PRADESH	194	175390	175584	8.27	290331	13883360	14173691	4.74
WB, A&N ISLANDS & SIKKIM (KOLKATA)	561	113600	114161	5.38	1051556	11261809	12313365	4.12
All India	3344	2119922	2123266	100	13714805	285119307	298834112	100

Appendix-2(ii) (b)

Establishments and Members - Regional Office Wise (31.03.2023)								
Zone	Establishments				Members			
	Exem- pted	Un-Exem- pted	Total	% of All India Total	Exempted	Un- Exempted	Total	% of All India Total
GUNTUR	7	18044	18051	0.85	1945	1592149	1594094	0.53
KADAPA	10	16827	16837	0.79	2607	1630286	1632893	0.55
RAJAMUNDRY	7	10647	10654	0.50	31349	685280	716629	0.24
VISHAKAPATNAM	22	17200	17222	0.81	49995	2080079	2130074	0.71
ANDHRA PRADESH (VIJAYAWADA)	46	62718	62764	2.95	85896	5987794	6073690	2.03
BENGALURU (CENTRAL)	17	8196	8213	0.39	89259	4025261	4114520	1.38
BENGALURU (ELECTRONIC CITY)	7	8262	8269	0.39	1102146	2950623	4052769	1.36
BENGALURU (KORAMANGALA)	3	9588	9591	0.45	1158359	4199987	5358346	1.79
BENGALURU (MALLESWARAM)	20	13042	13062	0.62	124488	4083552	4208040	1.41
K R PURAM (WHITEFIELD)	14	21202	21216	1.00	83766	4817774	4901540	1.64
PEENYA	17	12018	12035	0.57	36234	3892423	3928657	1.31
RAJARAJESHWARI NAGAR	10	12519	12529	0.59	14188	1547879	1562067	0.52
TUMKUR	1	2200	2201	0.10	128	252995	253123	0.08
YELAHANKA	6	8788	8794	0.41	41640	1446841	1488481	0.50
BENGALURU (BENGALURU)	95	95815	95910	4.52	2650208	27217335	29867543	9.99
BHAGALPUR	15	10747	10762	0.51	2588	301772	304360	0.10
JAMSHEDPUR	28	11287	11315	0.53	69219	1580430	1649649	0.55
MUZAFFARPUR	39	18247	18286	0.86	13858	475505	489363	0.16
PATNA	51	25740	25791	1.21	12742	1850162	1862904	0.62
RANCHI	116	24746	24862	1.17	179524	1177469	1356993	0.45
BIHAR & JHARKHAND (PATNA)	249	90767	91016	4.28	277931	5385338	5663269	1.88
AMBATTUR	24	23358	23382	1.10	190194	3951256	4141450	1.39
CHENNAI (NORTH)	58	20109	20167	0.95	378045	5172511	5550556	1.86

Establishments and Members - Regional Office Wise (31.03.2023)								
Zone	Establishments				Members			
	Exem- pted	Un-Exem- pted	Total	% of All India Total	Exempted	Un- Exempted	Total	% of All India Total
CHENNAI (SOUTH)	15	14415	14430	0.68	26467	4997678	5024145	1.68
PONDICHERRY	1	4669	4670	0.22	1990	861575	863565	0.29
TAMBARAM	14	17846	17860	0.84	41197	4083762	4124959	1.38
VELLORE	7	9659	9666	0.46	21180	936231	957411	0.32
CHENNAI & PUDUCHERRY (CHENNAI)	119	90056	90175	4.25	659073	20003013	20662086	6.92
DEHRADUN	18	15201	15219	0.72	73805	2628565	2702370	0.90
DELHI (CENTRAL)	79	8932	9011	0.42	160555	2425371	2585926	0.87
DELHI (EAST)	20	31821	31841	1.50	152945	5020600	5173545	1.73
DELHI (NORTH)	32	47178	47210	2.22	86928	4625446	4712374	1.58
DELHI SOUTH	40	19702	19742	0.93	193188	4124744	4317932	1.44
DELHI WEST	14	25468	25482	1.20	76121	5816388	5892509	1.97
HALDWANI	17	7666	7683	0.36	7977	1681179	1689156	0.57
JAMMU	0	11589	11589	0.55	0	444875	444875	0.15
LADAKH (LEH)	0	1107	1107	0.05	0	5053	5053	0.00
SRINAGAR (KASHMIR)	0	10524	10524	0.50	0	137674	137674	0.05
DELHI & UTTARAKHAND (DELHI)	220	179188	179408	8.45	751519	26909895	27661414	9.26
AHMEDABAD	42	46028	46070	2.17	130508	6679530	6810038	2.28
BHARUCH	12	7525	7537	0.35	10673	1622398	1633071	0.55
NARODA	9	9153	9162	0.43	18553	629365	647918	0.22
RAJKOT	42	28136	28178	1.33	88897	3403762	3492659	1.17
SURAT	16	24261	24277	1.14	30214	3080079	3110293	1.04
VADODARA	25	18825	18850	0.89	114556	3462017	3576573	1.20
VAPI	4	12811	12815	0.60	16226	3389342	3405568	1.14
VATWA	0	5584	5584	0.26	0	509755	509755	0.17
GUJARAT (AHMEDABAD)	150	152323	152473	7.17	409627	22776248	23185875	7.77
FARIDABAD	21	17849	17870	0.84	23868	4899140	4923008	1.65
GURUGRAM (EAST)	20	15683	15703	0.74	626480	5611753	6238233	2.09
GURUGRAM (WEST)	9	20231	20240	0.95	2718	7526893	7529611	2.52
KARNAL	50	29301	29351	1.38	42017	2265709	2307726	0.77

Establishments and Members - Regional Office Wise (31.03.2023)								
Zone	Establishments				Members			
	Exem- pted	Un-Exem- pted	Total	% of All India Total	Exempted	Un- Exempted	Total	% of All India Total
ROHTAK	38	16057	16095	0.76	20060	1216324	1236384	0.41
HARYANA (FARIDABAD)	138	99121	99259	4.67	715143	21519819	22234962	7.44
BELLARY	8	7233	7241	0.34	13035	529727	542762	0.18
CHIKAMAGALUR	4	4571	4575	0.22	9165	256018	265183	0.09
GOA	9	7907	7916	0.37	13691	1803040	1816731	0.61
GULBARGA	11	7642	7653	0.36	31578	381356	412934	0.14
HUBLI	25	14763	14788	0.70	65065	1108844	1173909	0.39
MANGALORE	2	5929	5931	0.28	13572	967217	980789	0.33
MYSORE	12	10096	10108	0.48	43838	1036179	1080017	0.36
RAICHUR	6	4207	4213	0.20	14185	216782	230967	0.08
SHIMOGA	2	4420	4422	0.21	9200	332974	342174	0.11
UDUPPI	2	2824	2826	0.13	10108	288925	299033	0.10
KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	81	69592	69673	3.29	223437	6921062	7144499	2.39
KANNUR	0	3678	3678	0.17	0	173803	173803	0.06
KOCHI (COCHIN)	37	21884	21921	1.03	32905	2057641	2090546	0.70
KOLLAM	3	3454	3457	0.16	2482	280779	283261	0.09
KOTTAYAM	0	4016	4016	0.19	0	317529	317529	0.11
KOZHIKODE (CALICUT)	7	11815	11822	0.56	7171	572965	580136	0.19
THIRUVANAN - THAPURAM (TRIVENDRUM)	6	8167	8173	0.38	4174	721920	726094	0.24
KERALA & LAKSHADWEEP (Thiruvanan - thapuram)	53	53014	53067	2.49	46732	4124637	4171369	1.39
BHOPAL	8	17671	17679	0.83	14566	1663961	1678527	0.56
GWALIOR	2	10201	10203	0.48	671	689417	690088	0.23
INDORE	9	23558	23567	1.11	56104	2842031	2898135	0.97
JABALPUR	37	20202	20239	0.95	34688	845909	880597	0.29
RAIPUR (CHATTISGARH)	117	30155	30272	1.43	77403	2534665	2612068	0.87
SAGAR	1	4503	4504	0.21	114	242768	242882	0.08

Establishments and Members - Regional Office Wise (31.03.2023)								
Zone	Establishments				Members			
	Exem- pted	Un-Exem- pted	Total	% of All India Total	Exempted	Un- Exempted	Total	% of All India Total
UJJAIN	2	5517	5519	0.26	12	363210	363222	0.12
MADHYA PRADESH & CHATTISGARH (BHOPAL)	176	111807	111983	5.27	183558	9181961	9365519	3.12
AKOLA	12	9342	9354	0.44	21093	386635	407728	0.14
AURANGABAD	13	20223	20236	0.95	27790	2539656	2567446	0.86
KOLHAPUR	24	19846	19870	0.94	76528	1197065	1273593	0.43
NAGPUR	30	26801	26831	1.26	84066	2131319	2215385	0.74
NASIK	35	25968	26003	1.22	96711	2510186	2606897	0.87
PUNE (AKURDI)	20	31399	31419	1.48	129803	5958226	6088029	2.04
PUNE (PUNE CANTT)	17	43131	43148	2.03	80977	6828033	6909010	2.31
SOLHAPUR	7	10245	10252	0.48	22417	480681	503098	0.17
MAHARASHTRA (EXCLUDING MUMBAI) (PUNE)	158	186955	187113	8.80	539385	22031801	22571186	7.56
MUMBAI (BANDRA)	30	11817	11847	0.56	549580	4954567	5504147	1.84
MUMBAI (DADAR)	59	12055	12114	0.57	324219	3689984	4014203	1.34
MUMBAI (NARIMAN POINT)	156	15980	16136	0.76	1596767	3278890	4875657	1.63
MUMBAI (POWAI)	36	1267	1303	0.06	759096	3224851	3983947	1.33
MUMBAI-1 (BANDRA)	281	41119	41400	1.95	3229662	15148292	18377954	6.14
KANDIVALI (EAST)	16	16875	16891	0.80	74338	4351935	4426273	1.48
KANDIVALI (WEST)	8	27727	27735	1.31	163508	4076182	4239690	1.42
THANE (NORTH)	19	24418	24437	1.15	63982	2656058	2720040	0.91
THANE (SOUTH)	25	15411	15436	0.73	483220	3271742	3754962	1.26
VASHI	45	28763	28808	1.36	66641	4859548	4926189	1.65
MUMBAI-2 (THANE)	113	113194	113307	5.35	851689	19215465	20067154	6.72
AGARTALA	0	2166	2166	0.10	0	120827	120827	0.04
GUWAHATI	18	33402	33420	1.57	10941	1112653	1123594	0.38
SHILLONG	2	4102	4104	0.19	17399	140792	158191	0.05
TINSUKIA	5	8906	8911	0.42	4430	190664	195094	0.07
NORTH-EASTERN REGION (GUWAHATI)	25	48576	48601	2.28	32770	1564936	1597706	0.54

Establishments and Members - Regional Office Wise (31.03.2023)								
Zone	Establishments				Members			
	Exem- pted	Un-Exem- pted	Total	% of All India Total	Exempted	Un- Exempted	Total	% of All India Total
BERHAMPUR	9	7044	7053	0.33	19547	273575	293122	0.10
BHUBANESWAR	47	32825	32872	1.55	27053	2419958	2447011	0.82
KEONJHAR	25	4207	4232	0.20	7850	332232	340082	0.11
ROURKELA	27	8736	8763	0.41	51138	1144969	1196107	0.40
ORISSA (BHUBANESHWAR)	108	52812	52920	2.49	105588	4170734	4276322	1.43
AMRITSAR	16	8688	8704	0.41	7301	484339	491640	0.16
BHATINDA	25	15769	15794	0.74	4729	1122078	1126807	0.38
CHANDIGARH	40	19981	20021	0.94	19993	3227010	3247003	1.09
JALANDHAR	23	9851	9874	0.47	157371	904275	1061646	0.36
LUDHIANA	6	13978	13984	0.66	5932	2321069	2327001	0.78
SHIMLA	78	31395	31473	1.48	46500	2115257	2161757	0.72
PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	188	99662	99850	4.70	241826	10174028	10415854	3.49
JAIPUR	134	48353	48487	2.28	108970	4645339	4754309	1.59
JODHPUR	59	20409	20468	0.96	41691	946910	988601	0.33
KOTA	30	7348	7378	0.35	48586	680036	728622	0.24
UDAIPUR	26	11181	11207	0.53	56523	1566128	1622651	0.54
RAJASTHAN (JAIPUR)	249	87291	87540	4.12	255770	7838413	8094183	2.70
COIMBATORE	12	25303	25315	1.19	28530	5105715	5134245	1.72
MADURAI	16	18695	18711	0.88	11082	2540190	2551272	0.85
NAGERCOIL	2	4145	4147	0.20	391	292969	293360	0.10
SALEM	13	17707	17720	0.83	94971	3217241	3312212	1.11
TIRUNELVELI	9	9398	9407	0.44	51421	1373085	1424506	0.48
TRICHY	10	19946	19956	0.94	43709	1575882	1619591	0.54
TAMIL NADU (EXCLUDING CHENNAI) (COIMBATORE)	62	95194	95256	4.48	230104	14105082	14335186	4.80
HYDERABAD (BARKATPURA)	36	34053	34089	1.61	773738	4264564	5038302	1.69
HYDERABAD (MADHAPUR)	14	25379	25393	1.20	47735	5896645	5944380	1.99

Establishments and Members - Regional Office Wise (31.03.2023)								
Zone	Establishments				Members			
	Exem- pted	Un-Exem- pted	Total	% of All India Total	Exempted	Un- Exempted	Total	% of All India Total
KARIMNAGAR	3	5435	5438	0.26	1346	323683	325029	0.11
KUKATPALLI	14	18622	18636	0.88	41514	2560100	2601614	0.87
NIZAMABAD	0	2557	2557	0.12	0	925076	925076	0.31
PATANCHERU	6	8184	8190	0.39	18227	1292677	1310904	0.44
SIDDIPET	0	970	970	0.05	0	93463	93463	0.03
WARANGAL	5	6528	6533	0.31	440	342077	342517	0.11
TELANGANA (HYDERABAD)	78	101728	101806	4.82	883000	15698285	16581285	5.55
AGRA	9	16638	16647	0.78	5883	887473	893356	0.30
ALLAHABAD	23	8727	8750	0.41	12178	377607	389785	0.13
BAREILLY	11	13677	13688	0.64	10598	673419	684017	0.23
GORAKHPUR	9	9703	9712	0.46	7329	261146	268475	0.09
KANPUR	14	19427	19441	0.92	13961	1368058	1382019	0.46
LUCKNOW	47	24415	24462	1.15	35410	1236131	1271541	0.43
MEERUT	49	35812	35861	1.69	55093	2483516	2538609	0.85
NOIDA	13	30533	30546	1.44	84969	5769204	5854173	1.96
VARANASI	19	16458	16477	0.78	64910	826806	891716	0.30
UTTAR PRADESH (KANPUR)	194	175390	175584	8.27	290331	13883360	14173691	4.75
BARRACKPORE (TITAGARH)	29	14622	14651	0.69	93929	818020	911949	0.31
DARJEELING	2	730	732	0.03	259	72214	72473	0.02
DURGAPUR	35	14853	14888	0.70	62074	940679	1002753	0.34
HOWRAH	55	12612	12667	0.60	157501	863887	1021388	0.34
JALPAIGURI	3	4744	4747	0.22	6211	610414	616625	0.21
JANGIPUR	2	6289	6291	0.30	1049	958105	959154	0.32
KOLKATA	230	40925	41155	1.94	546919	4035517	4582436	1.53
PARK STREET	194	8425	8619	0.41	182787	2318290	2501077	0.84
PORT BLAIR	2	1468	1470	0.07	289	59622	59911	0.02
SILIGURI	9	8932	8941	0.42	538	585061	585599	0.20
WB, A&N ISLANDS & SIKKIM (KOLKATA)	561	113600	114161	5.38	1051556	11261809	12313365	4.13
GRAND TOTAL	3344	2119922	2123266	100.00	13714805	285119307	298834112	100.00

Appendix-2(iii)

Establishments and Members – State Wise (31.03.2023)								
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	1468	1470	0.07	289	59622	59911	0.02
Andhra Pradesh	46	62718	62764	2.96	85896	5987794	6073690	2.03
Arunachal Pradesh	4	3307	3311	0.16	0	43718	43718	0.01
Assam	16	36223	36239	1.71	15254	1194971	1210225	0.40
Bihar	105	54734	54839	2.58	29188	2627439	2656627	0.89
Chandigarh	40	19981	20021	0.94	19993	3227010	3247003	1.09
Chattisgarh	117	30155	30272	1.43	77403	2534665	2612068	0.87
Delhi	185	133101	133286	6.28	669737	22012549	22682286	7.59
Goa	9	7907	7916	0.37	13691	1803040	1816731	0.61
Gujarat	150	152323	152473	7.18	409627	22776248	23185875	7.76
Haryana	138	99121	99259	4.67	715143	21519819	22234962	7.44
Himachal Pradesh	78	31395	31473	1.48	46500	2115257	2161757	0.72
Jammu and Kashmir	0	22113	22113	1.04	0	582549	582549	0.19
Jharkhand	144	36033	36177	1.70	248743	2757899	3006642	1.01
Karnataka	167	157500	157667	7.43	2859954	32335357	35195311	11.78
Kerala	53	53014	53067	2.50	46732	4124637	4171369	1.40
Ladakh	0	1107	1107	0.05	0	5053	5053	0.00
Madhya Pradesh	59	81652	81711	3.85	106155	6647296	6753451	2.26
Maharashtra	552	341268	341820	16.10	4620736	56395558	61016294	20.42
Manipur	3	1866	1869	0.09	117	43584	43701	0.01
Meghalaya	2	3660	3662	0.17	17399	122104	139503	0.05
Mizoram	0	419	419	0.02	0	10843	10843	0.00
Nagaland	0	934	934	0.04	0	24340	24340	0.01
Orissa	108	52812	52920	2.49	105588	4170734	4276322	1.43
Punjab	70	48286	48356	2.28	175333	4831761	5007094	1.68
Rajasthan	249	87291	87540	4.12	255770	7838413	8094183	2.71
Sikkim	4	952	956	0.05	62	111803	111865	0.04
Tamil Nadu	181	185250	185431	8.73	889177	34108095	34997272	11.71
Telangana	78	101728	101806	4.79	883000	15698285	16581285	5.55
Tripura	0	2166	2166	0.10	0	120827	120827	0.04
Uttar Pradesh	194	175390	175584	8.27	290331	13883360	14173691	4.74
Uttarakhand	35	22867	22902	1.08	81782	4309744	4391526	1.47
West Bengal	555	111181	111736	5.26	1051205	11094933	12146138	4.06
All India	3344	2119922	2123266	100	13714805	285119307	298834112	100

Appendix-2(iv)

Establishments and Members - Top 25 Industry/Class Wise (31.03.2023)				
Industry Type	Establishments		Members	
	No.	%	No.	%
EXPERT SERVICES	378883	17.84	106478825	35.63
ELEC, MECH OR GEN ENGG PRODUCTS	111668	5.26	23713058	7.94
TRADING - COMMERCIAL ESTABLISHMENTS	126162	5.94	19893757	6.66
BUILDING AND CONSTRUCTION INDUSTRY	175333	8.26	19566432	6.55
ENGINEERS - ENGG. CONTRACTORS	189919	8.94	15319674	5.13
GARMENTS MAKING	21194	1.00	12094452	4.05
TEXTILES	45358	2.14	9825994	3.29
ESTABLISHMENT ENGAGED IN MANUFACTURE, MARKETING SERVICING, USAGE OF COMPUTERS	26164	1.23	9276481	3.10
OTHERS	401592	18.91	6496877	2.17
HEAVY - FINE CHEMICALS	18307	0.86	5305702	1.78
BEEDI MAKING	8409	0.40	4034709	1.35
ESTABLISHMENTS ENGAGED IN CLEANING,SWEEPING SERVICES	25428	1.20	3871260	1.30
FINANCING ESTABLISHMENT	13931	0.66	3848229	1.29
HOSPITALS	26422	1.24	3532403	1.18
UNIVERSITY, COLLEGE, SCHOOL. ETC.	35735	1.68	3173810	1.06
SCHOOL	50017	2.36	2967410	0.99
HOTEL	27785	1.31	2877338	0.96
IRON AND STEEL	18291	0.86	2700660	0.90
ROAD MOTOR TRANSPORT	16097	0.76	2426269	0.81
PLASTICS PRODUCTS	16776	0.79	2079825	0.70
BANKS OTHER THAN NATIONALISED BANKS.	4911	0.23	2043662	0.68
AUTOMIBILE SERVICING	11761	0.55	1827831	0.61
RESTAURANT	18859	0.89	1717088	0.57
RUBBER PRODUCTS	5582	0.26	1523908	0.51
LEATHER PRODUCTS	7878	0.37	1381593	0.46
Top 25 Industries	1782462	83.95	267977247	89.67
Rest of Industries	340804	16.05	30856865	10.33
Grand Total	2123266	100	298834112	100

Appendix-2(v)

Zone	No. of Establishments (Employees' range wise) 31.03.2023					Total Establishments
	0-50	51-100	101-150	151-200	Above 200	
Andhra Pradesh (Vijaywada)	49517	5392	2211	1226	4418	62764
Bengaluru (Bengaluru)	69337	8889	4157	2413	11114	95910
Bihar & Jharkhand (Patna)	79430	4935	2026	1096	3529	91016
Chennai & Puducherry (Chennai)	63439	9287	4248	2517	10684	90175
Delhi & Uttarakhand	125638	11204	4790	2785	11771	156188
Gujarat (Ahmedabad)	114723	13677	5779	3425	14869	152473
Haryana	75296	8464	3689	2124	9686	99259
Jammu Kashmir and Ladakh (DL & UK)	21398	882	286	161	493	23220
Karnataka (Other Than Bengaluru) & Goa (Hubli)	55478	5748	2345	1257	4845	69673
Kerala & Lakshadweep (Thiruvananthapuram)	42647	4498	1895	1004	3023	53067
Madhya Pradesh & Chattisgarh (Bhopal)	91511	8297	3477	1881	6817	111983
Maharashtra (Excluding Mumbai) (Pune)	150328	13928	5955	3356	13546	187113
Mumbai-1 (Bandra)	30053	4071	1794	959	4523	41400
Mumbai-2 (Thane)	85761	10301	4568	2583	10094	113307
North-Eastern Region (Guwahati)	44080	2175	784	398	1164	48601
Orissa (Bhubaneswar)	42835	4201	1671	932	3281	52920
Punjab & Himachal Pradesh	77857	9354	3568	2025	7046	99850
Rajasthan	70743	6515	2826	1562	5894	87540
Tamil Nadu(Excluding Chennai)	68148	10606	4681	2589	9232	95256
Telangana (Hyderabad)	79973	8234	3436	1986	8177	101806
Uttar Pradesh	148441	10768	4424	2460	9491	175584
Wb, A&N Islands & Sikkim (Kolkata)	91427	9544	3926	2016	7248	114161
Total	1678060	170970	72536	40755	160945	2123266

Note: Employees range wise is no. of accounts in those establishments are considered.

Appendix-2(vi)

Establishments covered and Members joined during 2022-23 - Zone Wise		
Zone	Establishments*	Members
Andhra Pradesh (Vijaywada)	4918	286090
Bengaluru (Bengaluru)	13925	1230632
Bihar & Jharkhand(Patna)	11744	233536
Chennai & Puducherry (Chennai)	9657	799939
Delhi & Uttarakhand	22032	1025256
Gujarat (Ahmedabad)	14579	968622
Haryana	11747	838125
Jammu Kashmir And Ladakh (DL & UK)	2410	43415
Karnataka (Other Than Bengaluru) & Goa (Hubli)	6453	264356
Kerala & Lakshadweep (Thiruvananthapuram)	6864	218333
Madhya Pradesh & Chattisgarh (Bhopal)	13570	431774
Maharashtra (Excluding Mumbai) (Pune)	25446	901649
Mumbai-1 (Bandra)	3604	651451
Mumbai-2 (Thane)	14436	863486
North-Eastern Region (Guwahati)	6415	105133
Orissa (Bhubaneswar)	6156	196333
Punjab & Himachal Pradesh	8671	369894
Rajasthan	11326	401660
Tamil Nadu(Excluding Chennai)	8108	586710
Telangana (Hyderabad)	14155	798452
Uttar Pradesh	27495	679055
WB, A&N Islands & Sikkim (Kolkata)	13758	516299
Total	257469	12410200

*Establishments whose Form submit date is between FY 22-23

Appendix-2(vii)

Establishments covered and Members joined during 2022-23 - State Wise		
State	Establishments*	Members
Andaman And Nicobar Islands	139	2508
Andhra Pradesh	4918	286090
Arunachal Pradesh	413	2917
Assam	4936	85769
Bihar	8074	119335
Chandigarh	2269	123096
Chattisgarh	3471	126569
Delhi	18943	853320
Goa	876	57098
Gujarat	14579	968622
Haryana	11747	838125
Himachal Pradesh	3506	93098
Jammu and Kashmir	1757	42466
Jharkhand	3670	114201
Karnataka	19502	1437890
Kerala	6864	218333
Ladakh	653	949
Madhya Pradesh	10099	305205
Maharashtra	43486	2416586
Manipur	310	3133
Meghalaya	421	6177
Mizoram	60	614
Nagaland	111	1716
Orissa	6156	196333
Punjab	2896	153700
Rajasthan	11326	401660
Sikkim	49	4370
Tamil Nadu	17765	1386649
Telangana	14155	798452
Tripura	164	4807
Uttar Pradesh	27495	679055
Uttarakhand	3089	171936
West Bengal	13570	509421
Total	257469	12410200

*Establishments whose Form submit date is between FY 22-23

Appendix-2(viii)

Voluntary covered Establishments and Accounts during 2022-23 - Zone Wise		
Zone	Establishments*	Accounts
Andhra Pradesh (Vijaywada)	3658	6416
Bengaluru (Bengaluru)	11167	15464
Bihar & Jharkhand(Patna)	8218	6661
Chennai & Puducherry (Chennai)	7503	15593
Delhi & Uttarakhand	18336	12276
Gujarat (Ahmedabad)	10252	10260
Haryana	8516	8307
Jammu Kashmir And Ladakh (DL & UK)	1941	1362
Karnataka (Other Than Bengaluru) & Goa (Hubli)	4274	6998
Kerala & Lakshadweep (Thiruvananthapuram)	6114	3947
Madhya Pradesh & Chattisgarh (Bhopal)	7990	6330
Maharashtra (Excluding Mumbai) (Pune)	19966	18191
Mumbai-1 (Bandra)	2994	2778
Mumbai-2 (Thane)	11261	9883
North-Eastern Region (Guwahati)	4897	11526
Orissa (Bhubaneswar)	4136	5643
Punjab & Himachal Pradesh	5567	3477
Rajasthan	8288	10594
Tamil Nadu(Excluding Chennai)	5916	14076
Telangana (Hyderabad)	11163	11683
Uttar Pradesh	20242	15242
WB, A&N Islands & Sikkim (Kolkata)	9363	8340
Total	191762	205047

* Establishments whose Form submit date is between FY 22-23 & voluntarily covered

Appendix-2(ix)

Voluntary covered Establishments and Accounts during 2022-23 - State Wise		
Zone	Establishments*	Accounts
Andaman And Nicobar Islands	114	68
Andhra Pradesh	3658	6416
Arunachal Pradesh	257	210
Assam	3747	10893
Bihar	5900	3759
Chandigarh	1737	1043
Chattisgarh	1801	1821
Delhi	16240	9988
Goa	679	597
Gujarat	10252	10260
Haryana	8516	8307
Himachal Pradesh	2385	1971
Jammu and Kashmir	1407	1127
Jharkhand	2318	2902
Karnataka	14762	21865
Kerala	6114	3947
Ladakh	534	235
Madhya Pradesh	6189	4509
Maharashtra	34221	30852
Manipur	253	43
Meghalaya	365	187
Mizoram	48	6
Nagaland	89	93
Orissa	4136	5643
Punjab	1445	463
Rajasthan	8288	10594
Sikkim	14	44
Tamil Nadu	13419	29669
Telangana	11163	11683
Tripura	138	94
Uttar Pradesh	20242	15242
Uttarakhand	2096	2288
West Bengal	9235	8228
Total	191762	205047

* Establishments whose Form submit date is between FY 22-23 & voluntarily covered

Appendix-2(x)

Classification of Pensioners as on 31.03.2023																						
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)				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
KADAPA	2399	1712813	16586	24024	19	40629	2367	11348	2643	10551	26909	7	8673	8680	68	869	171	1108	77326	93	77419	
GUNTUR	924	1635806	14683	24599	24	39306	1731	10713	3042	9752	25238	2	7682	7684	210	863	247	1320	73548	83	73631	
VISHAKAPATNAM	46549	2116169	13394	36983	26	50403	2521	13731	3847	13684	33783	5	9410	9415	215	736	187	1138	94739	85	94824	
RAJAMUNDORY	24577	712114	10660	20979	18	31657	1615	7650	2047	9068	20380	2	5387	5389	120	556	155	831	58257	69	58326	
BENGALURU (CENTRAL)	67443	4247181	13241	18892	17	32150	3354	6184	1255	6766	17559	5	2693	2698	131	629	56	816	53223	20	53243	
PEENYA	26440	4040894	9784	16301	6	26091	12	4024	1159	3348	8543	0	3944	3944	57	692	108	857	39435	30	39465	
BENGALURU (ELECTRONIC CITY)	853573	3010847	2234	3561	2	5797	3	1468	359	482	2312	0	1610	1610	28	215	26	269	9988	1	9989	
K R PURAM (WHITEFIELD)	65358	5063163	12714	20357	12	33083	18	3951	1178	5146	10293	0	3792	3792	25	654	59	738	47906	10	47916	
RAJARAJESHWARI NAGAR	11050	1602524	3422	8260	4	11686	1	1876	459	992	3328	0	2075	2075	17	365	52	434	17523	0	17523	
BENGALURU (MALLESWARAM)	100409	4142000	8573	16101	6	24680	401	4238	723	4715	10077	0	1643	1643	65	223	42	330	36730	29	36759	
BENGALURU (KORAMANGALA)	911945	4327700	438	1328	0	1766	0	352	97	156	605	0	353	353	8	74	9	91	2815	0	2815	
TUMKUR	69	254559	3020	2391	0	5411	2	562	218	730	1512	0	507	507	6	56	12	74	7504	2	7506	
YELAHANKA	30201	1484086	2522	3215	0	5737	65	863	242	853	2023	0	617	617	22	110	9	141	8518	5	8523	
PATNA	9405	1930208	11778	27768	37	39583	1185	7241	1673	7150	17249	1	7003	7004	84	401	117	602	64438	30	64468	
BHAGALPUR	1997	316295	3049	10304	8	13361	294	3040	506	2323	6163	0	2416	2416	12	271	40	323	22263	3	22266	
MUZAFFARPUR	10296	518601	21865	62018	32	83915	2692	13093	2837	18952	37574	4	11955	11959	34	641	172	847	134295	70	134365	
RANCHI	166579	1227165	13512	53706	24	67242	1964	8812	2778	12529	26083	1	7269	7270	44	400	170	614	101209	374	101583	
JAMSHEDPUR	46174	1603997	15242	24370	8	39620	925	4167	3058	6280	14430	1	3096	3097	46	195	80	321	57468	12	57480	
CHENNAI (NORTH)	295865	5271927	19646	37840	19	57505	2008	6534	1629	8911	19082	0	4121	4121	97	790	107	994	81702	94	81796	
VELLORE	13542	954692	25758	19661	19	45438	1963	9556	2862	10271	24652	4	8023	8027	132	1307	215	1654	79771	77	79848	
AMBATTUR	180871	4026891	14125	17903	18	32046	968	4782	1316	5354	12420	0	3992	3992	74	754	112	940	49398	35	49433	
TAMBARAM	31834	4114723	13019	18511	7	31537	839	4332	1175	5215	11561	0	3662	3662	75	749	124	948	47708	31	47739	
PONDICHERRY	1831	876628	4214	8565	5	12784	457	1871	500	2554	5382	5	1505	1510	28	176	54	258	19934	16	19950	
CHENNAI (SOUTH)	22423	5245283	3622	8062	3	11687	145	1713	408	1458	3724	0	1219	1219	31	237	36	304	16934	14	16948	
DELHI (NORTH)	69104	4725220	14258	34943	14	49215	2377	8466	1765	6817	19425	31	6901	6932	130	570	215	915	76487	60	76547	
DELHI (EAST)	135039	5121508	4717	12340	12	17069	86	3344	728	1984	6142	1	3051	3052	45	291	80	416	26679	10	26689	

Classification of Pensioners as on 31.03.2023

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													
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
DELHI SOUTH	168012	4406416	2114	8286	3	10403	10	2080	430	1148	3668	0	1708	1708	27	185	45	257	16036	18	16054
DEHRADUN	45266	2824778	4630	20523	12	25165	872	5503	1047	4975	12397	2	5595	5597	66	469	174	709	43868	13	43881
HALDWANI	6239	1744760	4785	11141	17	15943	523	4392	822	2897	8634	1	4628	4629	49	347	143	539	29745	5	29750
DELHI WEST	47021	6056650	2355	7615	6	9976	146	1721	428	935	3230	1	1708	1709	20	126	37	183	15098	11	15109
DELHI (CENTRAL)	104584	2447812	4866	24679	4	29549	673	3064	531	3497	7765	6	2045	2051	22	109	58	189	39554	36	39590
AHMEDABAD	80782	6896274	36331	65902	30	102263	3504	15572	3613	22676	45365	7	10354	10361	141	1229	385	1755	159744	90	159834
SURAT	23941	3033143	9112	24109	15	33236	580	5310	1473	5167	12530	0	3820	3820	53	514	128	695	50281	24	50305
VADODARA	79731	3504995	16772	39497	18	56287	920	8229	2082	10012	21243	1	6031	6032	108	451	155	714	84276	396	84672
RAJKOT	53959	3519997	14277	33531	10	47818	1152	7110	1526	9987	19775	3	4961	4964	82	637	175	894	73451	161	73612
VAPI	11436	3410136	3553	9067	6	12626	208	2913	850	1966	5937	0	2957	2957	17	326	68	411	21931	110	22041
NARODA	12580	649591	12974	15295	4	28273	351	3306	1049	5738	10444	2	2906	2908	14	278	122	414	42039	37	42076
VATWA	0	485348	5103	7114	4	12221	13	1169	430	1676	3288	0	1166	1166	21	118	69	208	16883	4	16887
BHARUCH	8329	1689444	2864	9455	12	12331	22	2739	723	1950	5434	0	2590	2590	49	287	92	428	20783	7	20790
FARIDABAD	12364	5247167	15160	18072	17	33249	663	5163	1690	5101	12617	2	5757	5759	53	376	170	599	52224	57	52281
KARNAL	29623	2364919	9324	22653	26	32003	898	7410	1789	5928	16025	1	6911	6912	96	612	214	922	55862	22	55884
ROHTAK	14587	1277367	5902	12559	16	18477	667	5047	1109	3512	10335	0	4542	4542	83	424	151	658	34012	10	34022
GURUGRAM (EAST)	491050	5886764	2674	7210	9	9893	224	2081	555	1095	3955	1	2182	2183	36	155	49	240	16271	6	16277
GURUGRAM (WEST)	2195	7993243	1501	3538	9	5048	43	1642	355	528	2568	1	1953	1954	68	83	39	190	9760	0	9760
SRINAGAR	0	270839	4	23	0	27	0	10	0	1	11	0	15	15	0	2	0	2	55	0	55
JAMMU	0	886181	9	233	0	242	0	54	31	10	95	0	119	119	0	18	6	24	480	0	480
LADAKH(LEH)	0	8860	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GOA	10487	1821379	5050	13319	18	18387	473	2816	915	3237	7441	0	2724	2724	125	336	77	538	29090	26	29116
GULBARGA	27680	406302	4539	10520	6	15065	835	4264	1037	4276	10412	0	4375	4375	36	336	138	510	30362	8	30370
HUBLI	52775	1108075	20536	29282	29	49847	1743	9592	2476	11333	25144	3	8839	8842	171	970	274	1415	85248	44	85292
MANGALORE	12327	873789	74693	21348	52	96093	1055	5428	1611	7148	15242	13	4478	4491	606	452	381	1439	117265	21	117286
MYSORE	43634	1094141	14529	18783	14	33326	1198	6110	1443	6433	15184	3	4445	4448	105	971	141	1217	54175	72	54247
BELLARY	12347	586861	4364	6762	4	11130	575	3397	937	2957	7866	2	3346	3348	23	435	89	547	22891	24	22915
CHIKAMAGALLUR	7374	254027	5225	6715	7	11947	378	1974	599	2090	5041	0	1550	1550	34	350	36	420	18958	9	18967

Classification of Pensioners as on 31.03.2023																						
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)	Disablement 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														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
RAICHUR	9869	229621	2996	5934	8	8938	574	3086	606	2882	7148	0	2876	2876	37	219	93	349	19311	6	19317	
SHIMOGA	7217	327256	9472	10659	19	20150	678	3342	863	4879	9762	1	2399	2400	68	408	75	551	32863	11	32874	
UDUPPI	6959	275323	12482	7574	13	20069	207	1383	388	1385	3363	2	1161	1163	174	242	61	477	25072	6	25078	
THIRUVANANTHAPURAM (TRIVENDRUM)	3266	747349	10669	29391	56	40116	629	3155	509	5584	9877	3	1647	1650	65	304	100	469	52112	41	52153	
KOZHIKODE (CALICUT)	7296	585402	23629	29916	100	53645	1112	3850	747	9992	15701	4	2221	2225	142	362	111	615	72186	57	72243	
KANNUR	0	171120	42261	16555	140	58956	888	2093	618	7594	11193	4	1199	1203	158	211	68	437	71789	24	71813	
KOCHI (COCHIN)	28328	2140640	31123	59306	107	90536	1591	6392	1231	13071	22285	17	3644	3661	210	622	177	1009	117491	100	117591	
KOTTAYAM	0	285149	17256	22264	36	39556	625	2901	761	4883	9170	6	1492	1498	62	225	72	359	50583	83	50666	
KOLLAM	2498	234468	22642	58853	249	81744	825	3767	634	9192	14418	25	1348	1373	58	185	104	347	97882	205	98087	
RAIPUR (CHATTISGARH)	44981	2673620	15572	49892	41	65505	1570	12403	3156	13727	30856	1	10415	10416	50	733	226	1009	107786	188	107974	
INDORE	52184	2960928	25322	19592	23	44937	1288	6353	1864	8447	17952	4	5550	5554	60	451	141	652	69095	55	69150	
BHOPAL	8794	1723428	6378	17927	11	24316	603	4234	822	4497	10156	0	3709	3709	77	315	126	518	38699	19	38718	
JABALPUR	20572	858614	12700	24971	28	37699	1071	8425	1862	7380	18738	1	7424	7425	106	641	205	952	64814	5	64819	
UJJAIN	13	366633	10669	6914	9	17592	658	2184	858	4702	8402	0	1861	1861	34	152	67	253	28108	21	28129	
GWALIOR	85	692055	11322	7517	11	18850	783	2309	1000	3519	7611	5	2343	2348	38	216	78	332	29141	9	29150	
SAGAR	112	223733	4131	4901	2	9034	270	2923	773	1789	5755	0	2330	2330	25	160	54	239	17358	0	17358	
AURANGABAD	18550	2607147	18050	28705	53	46808	1074	7766	1599	9250	19689	1	5184	5185	76	282	96	454	72136	102	72238	
KOLHAPUR	58388	1178908	41761	65736	120	107617	3633	16196	4217	24954	49000	13	12579	12592	124	1150	402	1676	170885	138	171023	
NAGPUR	61956	2069543	38817	46474	58	85349	2597	14003	3223	19249	39072	8	10492	10500	106	947	325	1378	136299	52	136351	
NASIK	70978	2527754	39634	73397	66	113097	2747	16198	3366	20279	42590	5	11135	11140	88	804	274	1166	167993	108	168101	
PUNE (PUNE CANTT)	61092	7261043	17869	42645	24	60538	1476	10241	2125	10067	23909	3	7775	7778	38	795	233	1066	93291	91	93382	
SOLHAPUR	15527	470544	29753	24437	24	54214	801	6619	2001	8623	18044	0	5479	5479	31	486	267	784	78521	75	78596	
AKOLA	13752	343367	13619	25252	11	38882	979	4927	1081	7561	14548	0	2902	2902	20	327	74	421	56753	50	56803	
PUNE (AKURDI)	109959	6159621	15609	19649	8	35266	554	4410	1169	5699	11832	1	3682	3683	20	266	98	384	51165	32	51197	
MUMBAI (BANDRA)	468263	5069208	9220	16792	7	26019	3784	4829	948	4890	14451	10	1818	1828	63	373	57	493	42791	28	42819	
MUMBAI (DADAR)	248326	3618654	11697	8177	4	19878	1068	2016	883	4498	8465	2	850	852	39	131	39	209	29404	43	29447	
MUMBAI (NARIMAN POINT)	1278476	3124528	8738	18881	13	27632	1569	3926	818	4936	11249	1	1394	1395	60	187	60	307	40583	27	40610	
MUMBAI (POWAI)	617049	3307524	1012	1936	2	2950	192	515	117	478	1302	0	268	268	15	60	10	85	4605	3	4608	

Classification of Pensioners as on 31.03.2023

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)	Disablement pension	Total (4 + 5 + 6)	Death in Service		Death away from Service	Spouse Pension + 10 + 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													
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
KANDIVALI (WEST)	139355	4110704	21765	41096	16	62877	33	6380	1963	8015	16391	1	4794	4795	60	698	112	870	84933	83	85016
THANE (NORTH)	46602	2589252	30882	50295	43	81220	32	8855	2919	12726	24532	1	7022	7023	61	788	168	1017	113792	89	113881
VASHI	46406	4912246	16569	36721	20	53310	31	6487	2045	7164	15727	1	5294	5295	78	491	133	702	75034	59	75093
KANDIVALI (EAST)	60147	4402636	6449	8209	2	14660	2	1297	463	2029	3791	0	1037	1037	19	168	29	216	19704	32	19736
THANE (SOUTH)	394050	3331440	7967	11554	9	19530	4	1568	670	3257	5499	0	1122	1122	14	159	30	203	26354	20	26374
GUWAHATI	6550	1177177	7411	18918	12	26341	666	5749	1204	3731	11350	14	4726	4740	105	499	98	702	43133	16	43149
AGARTALA	0	122378	807	5421	4	6232	153	1523	237	1136	3049	1	710	711	20	42	18	80	10072	1	10073
SHILLONG	15169	143727	636	1959	1	2596	99	1131	118	468	1816	1	907	908	15	86	37	138	5458	1	5459
TINSUKIA	1932	187715	2526	9212	2	11740	367	2517	386	2133	5403	0	1422	1422	41	70	27	138	18703	2	18705
BHUBANESWAR	18917	2531611	30017	44239	42	74298	1411	8127	2888	10230	22656	10	7738	7748	83	936	109	1128	105830	30	105860
ROURKELA	35912	1218000	8808	20778	16	29602	755	4115	1777	4614	11261	2	3702	3704	24	266	71	361	44928	17	44945
BERHAMPUR	14857	275493	4271	12676	7	16954	837	3533	700	3603	8673	3	2647	2650	26	271	36	333	28610	21	28631
KEONJHAR	5612	307858	4215	6889	2	11106	238	1675	561	1308	3782	1	1702	1703	11	107	39	157	16748	3	16751
SHIMLA	45083	2191121	4917	19936	34	24887	936	5904	1183	4359	12382	9	5263	5272	37	630	128	795	43336	19	43355
CHANDIGARH	14578	3282237	9006	23270	16	32292	887	6264	1343	4578	13072	2	4758	4760	55	438	151	644	50768	24	50792
AMRITSAR	6495	505572	5069	14747	12	19828	883	4114	695	3585	9277	1	2688	2689	51	261	102	414	32208	120	32328
BHATINDA	3600	1116590	3464	13178	8	16650	488	4310	857	2773	8428	3	2828	2831	41	300	122	463	28372	13	28385
LUDHIANA	4648	2225109	4545	12597	12	17154	351	4157	1008	2328	7844	2	3832	3834	53	368	140	561	29393	6	29399
JALANDHAR	128174	939139	6260	16654	8	22922	851	4656	816	3848	10171	2	3232	3234	53	352	145	550	36877	6	36883
JAIPUR	91576	4810163	19717	35345	40	55102	2692	9766	2622	9420	24500	8	9485	9493	120	664	219	1003	90098	56	90154
JODHPUR	38196	943890	6501	12194	13	18708	887	4123	1073	2975	9058	0	4367	4367	31	369	107	507	32640	12	32652
KOTA	41109	638850	8717	10386	7	19110	645	2523	698	3193	7059	0	2434	2434	32	147	73	252	28855	26	28881
UDAIPUR	47318	1560415	11470	13590	19	25079	929	4527	1470	3769	10695	2	4552	4554	61	222	76	359	40687	15	40702
COIMBATORE	24127	5190506	55513	34163	28	89704	1847	8489	3180	15916	29432	4	5926	5930	115	1009	181	1305	126371	235	126606
MADURAI	9994	2471861	37504	26038	37	63579	2129	9942	4083	12884	29038	14	9747	9761	414	1224	311	1949	104327	160	104487
SALEM	85920	3327808	21621	22824	14	44459	0	8113	1994	7515	17622	0	5352	5352	79	1041	143	1263	68696	39	68735
TIRUNELVELI	61585	1128112	80004	20336	26	100366	1937	6953	3089	14341	26320	2	6128	6130	224	678	438	1340	134156	108	134264
TRICHY	24097	1580472	18579	48004	31	66614	2494	11570	2153	13036	29253	5	9043	9048	164	1442	218	1824	106739	125	106864

Classification of Pensioners as on 31.03.2023																						
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 Pension other than 8, 9 & 10	Total (8 + 9 + 10 + 11)	FPS' 71	EPS' 95	Total (13 + 14)	Nominee Pensioners	Parent Pensioners	Orphan Pensioners	Total (16 + 17 + 18)				
	Ex	Un- ex					8	9											10	11		12
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
NAGERCOIL	142	267169	5575	11063	5	16643	552	1791	493	2867	5703	0	1120	1120	54	230	37	321	23787	43	23830	
HYDERABAD (BARKATPURA)	724639	4389522	22384	45767	33	68184	2261	12165	2773	11322	28521	3	9300	9303	101	900	209	1210	107218	78	107296	
NIZAMABAD	0	823009	80027	5288	46	85361	444	3720	1555	3687	9406	2	3402	3404	88	314	357	759	98930	16	98946	
WARANGAL	467	351851	14268	9180	9	23457	511	4516	1105	3049	9181	0	3401	3401	25	329	110	464	36503	18	36521	
PATANCHERU	13019	1350430	5563	8921	9	14493	366	2967	855	2606	6794	0	2953	2953	29	231	64	324	24564	8	24572	
KUKATPALLI	35529	2641694	10574	12602	5	23181	622	3597	1041	3878	9138	0	2831	2831	21	206	51	278	35428	18	35446	
KARIMNAGAR	376	332093	55792	12603	19	68414	680	5488	1900	4722	12790	1	4387	4388	46	461	290	797	86389	29	86418	
SIDDIPET	0	92976	12497	1012	5	13514	35	971	294	501	1801	0	858	858	14	115	75	204	16377	1	16378	
HYDERABAD (MADHAPUR)	34147	6069104	2738	7088	1	9827	180	2780	669	1041	4670	1	2979	2980	28	357	87	472	17949	9	17958	
KANPUR	10327	1319856	18889	28508	21	47418	1717	7734	1947	9017	20415	2	7911	7913	183	608	199	990	76736	24	76760	
AGRA	4208	899553	6316	14869	13	21198	634	5251	1308	3861	11054	0	6047	6047	75	437	174	686	38985	22	39007	
BAREILLY	8415	690543	4425	10972	11	15408	659	3853	895	3206	8613	2	4569	4571	30	348	135	513	29105	8	29113	
GORAKHPUR	3768	277578	26718	42360	19	69097	1969	10482	2364	14095	28910	1	11276	11277	81	402	328	811	110095	44	110139	
LUCKNOW	17934	1323426	10706	30481	10	41197	972	6179	1097	6511	14759	1	5421	5422	44	419	172	635	62013	40	62053	
MEERUT	45257	2484491	20570	34939	34	55543	1191	11883	2452	8769	24295	3	10789	10792	142	949	247	1338	91968	66	92034	
VARANASI	51947	865921	24969	34570	31	59570	1808	8575	2231	11870	24484	1	8413	8414	59	422	142	623	93091	35	93126	
NOIDA	57200	6140032	2569	9301	5	11875	68	2344	581	849	3842	0	2924	2924	13	127	54	194	18835	10	18845	
ALLAHABAD	5174	390299	15287	22197	15	37499	1190	5507	1439	7123	15259	3	4952	4955	29	267	114	410	58123	25	58148	
KOLKATA	456422	4189126	28830	73988	23	102841	2776	11540	2637	17615	34568	11	6459	6470	141	711	116	968	144847	158	145005	
BARRACKPORE (TITAGARH)	66499	836007	20929	47185	9	68123	1604	9036	1841	15648	28129	3	5158	5161	108	519	140	767	102180	37	102217	
HOWRAH	116806	879938	25422	54488	15	79925	2153	8916	2722	18346	32137	2	5247	5249	161	458	119	738	118049	71	118120	
DARJEELING	209	70704	3387	7889	4	11280	88	1882	336	1231	3537	0	439	439	30	111	73	214	15470	22	15492	
DURGAPUR	35737	992422	11608	40413	19	52040	1184	8484	2511	11497	23676	1	5123	5124	79	473	106	658	81498	177	81675	
JALPAIGURI	5328	609354	9885	37835	7	47727	685	17126	4548	5097	27456	6	8268	8274	139	681	661	1481	84938	51	84989	
PORT BLAIR	304	56445	643	1721	0	2364	46	295	55	340	736	0	333	333	4	17	6	27	3460	1	3461	
SILIGURI	201	592255	11734	23573	7	35314	341	7516	1428	2616	11901	3	5171	5174	60	339	161	560	52949	11	52960	
PARK STREET	153846	2324449	5313	16546	3	21862	43	1852	422	3036	5353	0	889	889	57	83	23	163	28267	28	28295	
JANGIPUR	453	937476	15308	18784	7	34099	127	9636	4483	2559	16805	0	11327	11327	50	322	446	818	63049	1	63050	
	10959073	292685237	1971861	2979832	2797	4954490	127055	746907	194471	848214	1916647	370	593886	594256	9931	59236	17921	87088	7552481	6432	7558913	

Appendix-2(xi)

Pension Range wise categorization of Pensioners						
S. No.	Pension Range	Categorization of Pensioners	No. of pensioners	Amount disbursed	Total Pensioners	Total Amount disbursed
a.	<=1000	Children	592039	3523968395	3648314	35115767027
		Member	1964934	19521166775		
		Nominee	4550	39208651		
		Parent	10535	105675636		
		Spouse	1064184	11830825415		
		orphan	7302	66826035		
		roc_pension	4770	28096120		
b.	1001 - 1500	Children	993	4755635	1173158	17344418760
		Member	926341	13857646789		
		Nominee	1744	19236264		
		Parent	7567	99010447		
		Spouse	231216	3288401273		
		orphan	3855	57143901		
		roc_pension	1442	18224451		
c.	1501 - 2000	Children	430	2968588	868443	18627864110
		Member	628912	13625213165		
		Nominee	1889	32896640		
		Parent	12171	248792585		
		Spouse	220212	4612729606		
		orphan	4649	102086227		
		roc_pension	180	3177299		
d.	2001 - 2500	Children	239	1974072	896660	24609217963
		Member	614319	17196125527		
		Nominee	1468	32452836		
		Parent	19909	542559256		
		Spouse	258808	6770372949		
		orphan	1905	65238536		
		roc_pension	12	494787		

Pension Range wise categorization of Pensioners						
S. No.	Pension Range	Categorization of Pensioners	No. of pensioners	Amount disbursed	Total Pensioners	Total Amount disbursed
e.	2501 - 3000	Children	179	2239527	475251	17809068499
		Member	348886	12660842845		
		Nominee	271	9815769		
		Parent	8967	373869952		
		Spouse	116787	4755550419		
		orphan	158	6634199		
		roc_pension	3	115788		
f.	3001 - 3500	Children	76	1273588	227526	10446849084
		Member	216928	9972170744		
		Nominee	4	76722		
		Parent	36	1387899		
		Spouse	10468	471527240		
		orphan	9	168016		
		roc_pension	5	244875		
g.	3501 - 4000	Children	70	1371830	171661	9890212887
		Member	162649	9417420409		
		Nominee	2	105461		
		Parent	34	1678771		
		Spouse	8895	468921412		
		orphan	9	383843		
		roc_pension	2	331161		
h.	4001 - 4500	Children	54	1348687	67426	3157267360
		Member	66243	3123534089		
		Nominee	1	35300		
		Parent	7	215713		
		Spouse	1117	32079643		
		orphan	2	-		
		roc_pension	2	53928		

Pension Range wise categorization of Pensioners						
S. No.	Pension Range	Categorization of Pensioners	No. of pensioners	Amount disbursed	Total Pensioners	Total Amount disbursed
i.	4501 - 5000	Children	54	2192129	3705	172093578
		Member	3094	152404273		
		Nominee	1	-		
		Parent	1	-		
		Spouse	548	17190728		
		orphan	4	171384		
		roc_pension	3	135064		
j.	above 5000	Children	122	9106239	26769	4371653459
		Member	22184	4086838104		
		Nominee	1	107748		
		Parent	9	360283		
		Spouse	4412	272693558		
		orphan	28	1703745		
		roc_pension	13	843782		
TOTAL					7558913	141544412727

Summary	Pensioners	Amount Disbursed 2022-23
Children	594256	3551198690
Member	4954490	103613362720
Nominee	9931	133935391
Parent	59236	1373550542
Spouse	1916647	32520292243
orphan	17921	300355886
roc_pension	6432	51717255
Total	7558913	141544412727

Appendix - 2(xii)

The details of pensioners benefited from Minimum Pension of Rs.1000/- per month for the year 2022-23 (as on 31.03.2023)				
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-2022	1824187	1185100778	1966352077	781251299
May-2022	1835629	1192296378	1979622726	787326348
Jun-2022	1855199	1218104557	2020097056	801992499
Jul-2022	1865521	1221470291	2026928749	805458458
Aug-2022	1861963	1195633013	1993780589	798147576
Sep-2022	1872229	1243146297	2064696279	821549982
Oct-2022	1874237	1197885219	1989520326	791635107
Nov-2022	1894482	1283279268	2133991290	850712022
Dec-2022	1866920	1281038515	2131108256	850069741
Jan-2023	1806609	1208390110	2014214164	805824054
Feb-2023	1826332	1202765334	2006021392	803256058
Mar-2023	1835359	1200950444	2001357606	800407162
Total		14630060204	24327690510	9697630306

Appendix-2(xiii)

Summary Results of Valuation (Rs. In Crores)					
Particulars	31.03.2014	31.03.2015	31.03.2016 & 31.03.2017 (Combined Report)	31.03.2018 & 31.03.2019 (Combined Report)	31.03.2020, 31.03.2021 & 31.03.2022
Active Members	3,49,14,215	3,45,48,189	4,12,37,384	4,68,89,899	The Valuer 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 for the said valuation has been approved by the Government. The Valuer for 24th, 25th & 26th valuation for the year 2019-20, 2020-21 & 2021-22 has been appointed.
Active Beneficiaries (Pensioners)	46,90,669	51,04,397	56,49,797	64,51,7 49	
Inactive Members /Deferred Beneficiaries/ Dormant Accounts	8,28,98,785	9,65,21,305	14,65,04,679	16,92.58.709	
Present Value of all benefits (in Crores)	3,86,222.54	5,25,315.42	7,37,700.57	10,32,537.55	
Present Value of future Contribution (In Crores)	1,70,704.21	2,91,810.45	4,03,756.28	5,57,448.07	
Value of Corpus (In Crores)	2,07,685.60	2,38,531.84	3,18,412.38	4,37,762.54	
Net Liability	-7,832.74	5,026.87	-15,531.91	-37,326.94	

Appendix-2(xiv)

List of pension Disbursing Agencies (As on 31.03.2023)			
Sr. No.	Zone Name	Office Name	Banks
1	Andhra Pradesh (Vijaywada)	Guntur	Andhra Bank, Axis Bank, HDFC Bank, ICICI Bank, State Bank Of India, Union Bank Of India
2	Andhra Pradesh (Vijaywada)	Kadapa	Andhra Bank, Andhra Pragathi Grameena Bank, Axis Bank, Duvvuru Ramanamma Women's College, ICICI Bank, State Bank Of India
3	Andhra Pradesh (Vijaywada)	Rajamundry	Andhra Bank, Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, State Bank Of India, Union Bank
4	Andhra Pradesh (Vijaywada)	Vishakapatnam	Andhra Bank, Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, State Bank Of India, Union Bank Of India
5	Bengaluru (Bengaluru)	Bengaluru (Central)	Axis Bank, Canara Bank, Corporation Bank, HDFC Bank, ICICI Bank, State Bank Of India, Syndicate Bank, UTI Bank, Vijaya Bank
6	Bengaluru (Bengaluru)	Bengaluru (Electronic City)	Axis Bank, Canara Bank, Corporation Bank, HDFC Bank, ICICI Bank, Syndicate Bank, Union Bank Of India, Vijaya Bank
7	Bengaluru (Bengaluru)	K R Puram (Whitefield)	Axis Bank, Canara Bank, Corporation Bank, HDFC Bank, ICICI Bank, State Bank Of India, Syndicate Bank, UTI Bank, Vijaya Bank
8	Bengaluru (Bengaluru)	Peenya	Axis Bank, Canara Bank, Corporation Bank, HDFC Bank, ICICI Bank, State Bank Of India, Syndicate Bank, UTI Bank
9	Bengaluru (Bengaluru)	Rajarajeshwari Nagar	Axis Bank, Canara Bank, Corporation Bank, HDFC Bank, ICICI Bank, State Bank Of India, Syndicate Bank, UTI Bank, Vijaya Bank
10	Bihar & Jharkhand (Patna)	Bhagalpur	Bank Of India, Punjab National Bank, State Bank Of India
11	Bihar & Jharkhand (Patna)	Jamshedpur	Axis Bank, Axis Bank Ltd, Bank Of India, Burmahmines, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, UTI Bank
12	Bihar & Jharkhand (Patna)	Muzaffarpur	Bank Of India, HDFC Bank, Punjab National Bank, State Bank Of India
13	Bihar & Jharkhand (Patna)	Patna	Bank Of India, HDFC Bank, Punjab National Bank, State Bank Of India
14	Bihar & Jharkhand (Patna)	Ranchi	Axis Bank, Bank Of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, Union Bank Of India
15	Chennai & Puducherry (Chennai)	Ambattur	Axis Bank, HDFC Bank, ICICI Bank, 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)	Pondicherry	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India
18	Chennai & Puducherry (Chennai)	Tambaram	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India
19	Chennai & Puducherry (Chennai)	Vellore	Indian Bank, Indian Overseas Bank, State Bank Of India

List of pension Disbursing Agencies (As on 31.03.2023)

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

List of pension Disbursing Agencies (As on 31.03.2023)

Sr. No.	Zone Name	Office Name	Banks
44	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Mangalore	Axis Bank, Canara Bank, Corporation Bank, State Bank Of India, Syndicate Bank, Union Bank Of India, Vijaya Bank
45	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Mysore	Axis Bank, Canara Bank, Corporation Bank, HDFC Bank, ICICI Bank, State Bank Of India, Syndicate Bank, UTI Bank, Vijaya Bank
46	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Raichur	Canara Bank, State Bank Of India, Syndicate Bank
47	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Shimoga	Canara Bank, Corporation Bank, State Bank Of India, Syndicate Bank
48	Karnataka (Other Than Bengaluru) & Goa (Hubli)	Uduppi	Axis Bank, Canara Bank, Corporation Bank, State Bank Of India, Syndicate Bank, Vijaya Bank
49	Kerala & Lakshadweep (Thiruvananthapuram)	Kannur	Canara Bank, Federal Bank, HDFC Bank, Indian Bank, Indian Overseas Bank, Kerala Gramin Bank, North Malabar Gramin Bank, Punjab National Bank, State Bank Of India, State Bank Of Travancore, Syndicate Bank, Federal Bank
50	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, State Bank Of Travancore, Syndicate Bank, Federal Bank
51	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, State Bank Of Travancore, Syndicate Bank, UTI Bank Ltd
52	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, State Bank Of Travancore, Syndicate Bank, Federal Bank
53	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, State Bank Of Travancore, Syndicate Bank
54	Kerala & Lakshadweep (Thiruvananthapuram)	Thiruvananthapuram (Trivendrum)	Axis Bank, Canara Bank, Federal Bank, HDFC Bank, ICICI Bank, Indian Overseas Bank, Indian Bank, Kerala Gramin Bank, Punjab National Bank, State Bank Of India, State Bank Of Travancore, Syndicate Bank, Federal Bank
55	Madhya Pradesh & Chattisgarh (Bhopal)	Bhopal	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
56	Madhya Pradesh & Chattisgarh (Bhopal)	Gwalior	Axis Bank, HDFC Bank, Punjab National Bank, State Bank Of India
57	Madhya Pradesh & Chattisgarh (Bhopal)	Indore	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
58	Madhya Pradesh & Chattisgarh (Bhopal)	Jabalpur	Punjab National Bank, State Bank Of India
59	Madhya Pradesh & Chattisgarh (Bhopal)	Raipur (Chattisgarh)	Axis Bank, Central Bank Of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
60	Madhya Pradesh & Chattisgarh (Bhopal)	Sagar	Punjab National Bank, State Bank Of India

List of pension Disbursing Agencies (As on 31.03.2023)

Sr. No.	Zone Name	Office Name	Banks
61	Madhya Pradesh & Chattisgarh (Bhopal)	Ujjain	Axis Bank, ICICI Bank, Punjab National Bank, State Bank Of India
62	Maharashtra(Excluding Mumbai)(Pune)	Akola	Axis Bank, Bank Of India, Central Bank Of India, ICICI Bank, Punjab National Bank, State Bank Of India
63	Maharashtra(Excluding Mumbai)(Pune)	Aurangabad	Axis Bank, Bank Of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
64	Maharashtra(Excluding Mumbai)(Pune)	Kolhapur	Axis Bank, Bank Of Maharashtra, Bank Of India, HDFC Bank, Punjab National Bank, State Bank Of India
65	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
66	Maharashtra(Excluding Mumbai)(Pune)	Nasik	Axis Bank, Bank Of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
67	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
68	Maharashtra(Excluding Mumbai)(Pune)	Solhapur	Axis Bank, Bank Of India, Bank Of Maharashtra, Punjab National Bank, State Bank Of India
69	Mumbai-1 (Bandra)	Mumbai (Bandra)	Axis Bank, Bank Of India, Bank Of Maharashtra, HDFC Bank, ICICI Bank, Indian Bank, Punjab National Bank, State Bank Of India
70	Mumbai-2 (Thane)	Kandivali (West)	Axis Bank, Bank Of India, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, UTI Bank
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, UTI Bank
73	North-Eastern Region (Guwahati)	Agartala	State Bank Of India
74	North-Eastern Region (Guwahati)	Guwahati	Axis Bank, HDFC Bank, ICICI Bank, State Bank Of India
75	North-Eastern Region (Guwahati)	Shillong	State Bank Of India
76	North-Eastern Region (Guwahati)	Tinsukia	State Bank Of India
77	Orissa (Bhubaneswar)	Berhampur	Axis Bank, Bank Of India, State Bank Of India, Uco Bank
78	Orissa (Bhubaneswar)	Bhubaneswar	Axis Bank, Bank Of India, HDFC Bank, ICICI Bank, ICICI Bank, State Bank Of India, Uco Bank, United Commercial Bank
79	Orissa (Bhubaneswar)	Keonjhar	Bank Of India, State Bank Of India
80	Orissa (Bhubaneswar)	Rourkela	Axis Bank, Bank Of India, HDFC Bank, ICICI Bank, State Bank Of India, UTI Bank, Uco Bank
81	Punjab & Himachal Pradesh	Amritsar	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, UTI Bank
82	Punjab & Himachal Pradesh	Bhatinda	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
83	Punjab & Himachal Pradesh	Chandigarh	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India

List of pension Disbursing Agencies (As on 31.03.2023)

Sr. No.	Zone Name	Office Name	Banks
84	Punjab & Himachal Pradesh	Jalandhar	Axis Bank, HDFC Bank, Punjab National Bank, State Bank Of India, UTI Bank
85	Punjab & Himachal Pradesh	Ludhiana	Axis Bank, HDFC Bank, Punjab National Bank, State Bank Of India
86	Punjab & Himachal Pradesh	Shimla	Axis Bank, Punjab National Bank, State Bank Of India
87	Rajasthan	Jaipur	Axis Bank, Bank Of Baroda, Baroda Raj. Ksh. Gramin Bank, HDFC Bank, HDFC Bank (Rajasthan), ICICI Bank, Jaipur Thar Gramin Bank, Marudhar Gramin Bank, Punjab National Bank, State Bank Of Bikaner And Jaipur, State Bank Of India, State Bank Of Jaipur
88	Rajasthan	Jodhpur	Bank Of Baroda, HDFC Bank, HDFC Bikaner, Marudhar Gramin Bank, Punjab National Bank, , State Bank Of Bikaner And Jaipur, State Bank Of India
89	Rajasthan	Kota	Bank Of Baroda, Baroda Rajasthan Kshetriya Gramin Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, State Bank Of Bikaner And Jaipur
90	Rajasthan	Udaipur	Axis Bank, Bank Of Baroda, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of Bikaner And Jaipur, State Bank Of India
91	Tamil Nadu(Excluding Chennai)	Coimbatore	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India
92	Tamil Nadu(Excluding Chennai)	Madurai	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India, UTI Bank
93	Tamil Nadu(Excluding Chennai)	Nagercoil	ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India
94	Tamil Nadu(Excluding Chennai)	Salem	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India
95	Tamil Nadu(Excluding Chennai)	Tirunelveli	Axis Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, Indian Bank, State Bank Of India
96	Tamil Nadu(Excluding Chennai)	Trichy	Axis Bank, HDFC Bank, ICICI Bank, Indian Bank, Indian Overseas Bank, State Bank Of India, UTI Bank
97	Telangana (Hyderabad)	Hyderabad (Barkatpura)	Andhra Bank, Axis Bank, HDFC Bank, ICICI Bank, Jadcherla Housing Board, State Bank Of India, UTI Bank, Union Bank Of India
98	Telangana (Hyderabad)	Karimnagar	Andhra Bank, Deccan Grameena Bank, ICICI Bank, Other Bank, State Bank Of India, Syndicate Bank, Telangana Grameena Bank, Union Bank Of India
99	Telangana (Hyderabad)	Kukatpalli	Andhra Bank, Axis Bank, HDFC Bank, ICICI Bank, State Bank Of India, UTI Bank, Union Bank Of India
100	Telangana (Hyderabad)	Nizamabad	Andhra Bank, Axis Bank, State Bank Of India, Syndicate Bank, Telangana Grameena Bank, Union Bank Of India
101	Telangana (Hyderabad)	Patancheru	Andhra Bank, Axis Bank, HDFC Bank, State Bank Of India

List of pension Disbursing Agencies (As on 31.03.2023)

Sr. No.	Zone Name	Office Name	Banks
102	Telangana (Hyderabad)	Siddipet	Andhra Bank, Axis Bank, HDFC Bank, ICICI Bank, State Bank Of India, Union Bank Of India
103	Telangana (Hyderabad)	Warangal	Andhra Bank, State Bank Of India, Union Bank Of India
104	Uttar Pradesh	Agra	Punjab National Bank, State Bank Of India
105	Uttar Pradesh	Allahabad	HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
106	Uttar Pradesh	Bareilly	Punjab National Bank, State Bank Of India
107	Uttar Pradesh	Gorakhpur	Purvanchal Gramin Bank, Punjab National Bank, State Bank Of India
108	Uttar Pradesh	Kanpur	Punjab National Bank, State Bank Of India
109	Uttar Pradesh	Lucknow	HDFC Bank, Punjab National Bank, State Bank Of India, State Bank Of Lucknow
110	Uttar Pradesh	Meerut	Punjab National Bank, State Bank Of India
111	Uttar Pradesh	Noida	Axis Bank, HDFC Bank, Punjab National Bank, State Bank Of India
112	Uttar Pradesh	Varanasi	Bank Of Baroda, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India
113	WB, A&N Islands & Sikkim (Kolkata)	Barrackpore (Titagarh)	Axis Bank, HDFC Bank, Punjab National Bank, State Bank Of India, United Bank Of India
114	WB, A&N Islands & Sikkim (Kolkata)	Darjeeling	Axis Bank Darjeeling, ICICI Bank, State Bank Of India, United Bank Of India, Uttarbanga Kshetriya Gramin Bank, State Bank Of India
115	WB, A&N Islands & Sikkim (Kolkata)	Durgapur	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, UTI Bank, United Bank Of India
116	WB, A&N Islands & Sikkim (Kolkata)	Howrah	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, United Bank Of India, UTI Bank
117	WB, A&N Islands & Sikkim (Kolkata)	Jalpaiguri	Central Bank Of India, Cooch-Behar H.P.O, Jalpaiguri Peoples Coop. Bank, Punjab National Bank, State Bank Of India, Uco Bank, United Bank Of India, Uttar Banga Kshetriya Gramin Bank
118	WB, A&N Islands & Sikkim (Kolkata)	Jangipur	Punjab National Bank, State Bank Of India, United Bank Of India
119	WB, A&N Islands & Sikkim (Kolkata)	Kolkata	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, UTI Bank, United Bank Of India
120	WB, A&N Islands & Sikkim (Kolkata)	Park Street	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, United Bank Of India
121	WB, A&N Islands & Sikkim (Kolkata)	Port Blair	Andaman And Nicobar State Coop. Bank, Punjab National Bank, United Bank Of India
122	WB, A&N Islands & Sikkim (Kolkata)	Siliguri	Axis Bank, HDFC Bank, ICICI Bank, Punjab National Bank, State Bank Of India, Union Bank Of India, United 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 Tirupati		
		Rajahmundry		Bhimavaram Eluru 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 – I (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				

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
		Vadodara				
		Vapi				
			Vatwa			
10.	HARYANA (Faridabad)	Faridabad				
		Gurgaon - I (East)				
		Gurgaon - II (West)				
		Karnal		Ambala Panipat Sonipat Yamunanagar		
		Rohtak		Hisar		
11.	KERALA & LAKSHADWEEP (Tiruvananthapuram)	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)				

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
14.	MUMBAI-2 (Thane)	Kandivali - I (West)				
		Kandivali – II (East)				
		Thane - I (North)				
		Thane – II (South)				
		Vashi				
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		

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
		Jalandhar		Hoshiarpur Phagwara		
		Ludhiana				
		Shimla		Kullu Palampur Nahan Baddi		
			Amritsar	Batala		
19.	RAJASTHAN (Jaipur)	Jaipur		Ajmer Jhunjhunu		
			Alwar	Bharatpur		
		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				

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
		Kolkata		Midnapore		
		Park Street				
		Siliguri			Gangtok	
			Darjeeling			
			Port Blair			
Total	21	102	37	113	05	04

Appendix-3(ii)

Average Contributing Establishments and Members (2022-23)		
Zone	Average Contributing Establishments	Average Contributing Members
ANDHRA PRADESH (VIJAYWADA)	18793	1283984
BENGALURU (BENGALURU)	31064	5534642
BIHAR & JHARKHAND(PATNA)	18911	1556545
CHENNAI & PUDUCHERRY (CHENNAI)	30023	3435541
DELHI & UTTARAKHAND	38533	3929326
GUJARAT (AHMEDABAD)	53496	3541013
HARYANA	29521	2888458
JAMMU KASHMIR AND LADAKH	5248	159914
KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	26953	1423799
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	17451	1120621
MADHYA PRADESH & CHATTISGARH (BHOPAL)	32226	1733882
MAHARASHTRA(EXCLUDING MUMBAI)(PUNE)	56385	3813718
MUMBAI-1 (BANDRA)	13166	3950069
MUMBAI-2 (THANE)	35729	3439536
NORTH-EASTERN REGION (GUWAHATI)	9231	386557
ORISSA (BHUBANESWAR)	16905	890427
PUNJAB & HIMACHAL PRADESH	31837	1586074
RAJASTHAN	27160	1383859
TAMIL NADU(EXCLUDING CHENNAI)	38440	2287202
TELANGANA (HYDERABAD)	29442	3337979
UTTAR PRADESH	42232	2590446
WB, A&N ISLANDS & SIKKIM (KOLKATA)	42953	2883252
TOTAL	645697	53156843

* Average Uans & Establishments contributing at least once in FY 22-23

Appendix-3(iii)

Contributing Establishments and Members (2022-23)		
Zone	Contributing Establishments	Contributing Members
ANDHRA PRADESH (VIJAYWADA)	20548	1624653
BENGALURU (BENGALURU)	34246	6922565
BIHAR & JHARKHAND(PATNA)	22176	1898138
CHENNAI & PUDUCHERRY (CHENNAI)	32945	4338272
DELHI & UTTARAKHAND	42481	5201427
GUJARAT (AHMEDABAD)	57948	4811660
HARYANA	32617	3994141
JAMMU KASHMIR AND LADAKH	5872	207571
KARNATAKA (OTHER THAN BENGALURU) & GOA (HUBLI)	30451	1767586
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	18848	1369726
MADHYA PRADESH & CHATTISGARH (BHOPAL)	37408	2278100
MAHARASHTRA(EXCLUDING MUMBAI)(PUNE)	63202	4990492
MUMBAI-1 (BANDRA)	13958	4803409
MUMBAI-2 (THANE)	39533	4545540
NORTH-EASTERN REGION (GUWAHATI)	10959	488414
ORISSA (BHUBANESWAR)	19393	1126899
PUNJAB & HIMACHAL PRADESH	34964	2058779
RAJASTHAN	30942	1883766
TAMIL NADU(EXCLUDING CHENNAI)	41671	3054389
TELANGANA (HYDERABAD)	32681	4235110
UTTAR PRADESH	48101	3451727
WB, A&N ISLANDS & SIKKIM (KOLKATA)	47843	3493383
TOTAL	718787	68545747

* Uans & Establishments contributing at least once in FY 22-23

Appendix-3(iv)

All Claims Summary (2022-23)									
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 - Form 19	7220869	2438631	4782238	779353	3075279	4454670	110480	4565150	217088
PF Final settlement - Form 20	155682	54229	101453	66737	97188	100709	380	101089	364
PF Transfer Claims- Form 13	9402403	2224086	7178317	1654677	4775659	6808942	75591	6884533	293784
PF Part Withdrawal Claims- Form 31, 14	35287659	8717401	26570258	12495620	20842464	25985599	158156	26143755	426503
Pension Claims- Form 10 D	689745	297816	391929	52650	226433	352404	25641	378045	13884
Pension Withdrawal Benefit Claims- Form 10 C	5912417	2606540	3305877	460233	1975997	3060589	75280	3135869	170008
Insurance (EDLI) Claims- Form 5IF	129397	50770	78627	50361	73725	77446	570	78016	611
Total	58798172	16389473	42408699	15559631	31066745	40840359	446098	41286457	1122242

Appendix-3(v)

All Claims (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled				Total	Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	1545316	378471	1166845	596610	1016648	1148061	1350	1149411	17434
Bengaluru (Bengaluru)	5718699	1786483	39322216	733835	1669697	3614986	144908	3759894	172322
Bihar & Jharkhand (Patna)	1215151	228537	986614	527832	821092	972252	3171	975423	11191
Chennai & Puducherry (Chennai)	4067191	1218559	2848632	806568	1665415	2721462	54041	2775503	73129
Delhi & Uttarakhand	5804471	1750921	4053550	2224067	3427936	3944344	13790	3958134	95416
Gujarat (Ahmedabad)	4155582	1156219	2999363	1237492	2598325	2947851	4239	2952090	47273
Haryana	4082865	1261423	2821442	782747	1842840	2684946	31800	2716746	104696
Jammu Kashmir and Ladakh (DL & UK)	229695	61835	167860	27031	77022	155627	5652	161279	6581
Karnataka (Other Than Bengaluru) & Goa (Hubli)	1288611	310885	977726	320392	862869	955207	1170	956377	21349
Kerala & Lakshadweep (Thiruvananthapuram)	1225989	274544	951445	406201	762420	924076	5773	929849	21596
Madhya Pradesh & Chattisgarh (Bhopal)	2084364	546606	1537758	693326	1295963	1507029	3872	1510901	26857
Maharashtra (Excluding Mumbai) (Pune)	3865583	866199	2999384	860202	2090392	2896145	19655	2915800	83584
Mumbai-I (Bandra)	2934477	967836	1966641	421996	612616	1777597	95651	1873248	93393
Mumbai-II (Thane)	4241902	1286300	2955602	816713	1437504	2776897	47669	2824566	131036
North-Eastern Region (Guwahati)	420002	109481	310521	144103	284290	305335	953	306288	4233
Orissa (Bhubaneswar)	908699	188026	720673	349082	685290	713428	1069	714497	6176
Punjab & Himachal Pradesh	2027622	496509	1531113	909212	1489917	1508281	650	1508931	22182
Rajasthan	1527986	466453	1061533	498616	998143	1040981	1053	1042034	19499
Tamil Nadu (Excluding Chennai)	2551858	623351	1928507	702128	1665944	1882233	1838	1884071	44436
Telangana (Hyderabad)	3086553	787697	2298856	1022011	2203390	2258121	1746	2259867	38989
Uttar Pradesh	3450252	1086667	2363585	843797	1987089	2310482	2394	2312876	50709
WB, A&N Islands & Sikkim (Kolkata)	2365304	536471	1828833	635670	1571943	1795018	3654	1798672	30161
Total	58798172	16389473	42408699	15559631	31066745	40840359	446098	41286457	1122242

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PF Final settlement - Form 19 (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled					Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	Total	
Andhra Pradesh (Vijaywada)	139585	38161	101424	30976	85352	98090	252	98342	3082
Bengaluru (Bengaluru)	679418	242039	437379	10313	132105	383508	24105	407613	29766
Bihar & Jharkhand (Patna)	119525	33056	86469	28044	70330	83742	424	84166	2303
Chennai & Puducherry (Chennai)	426367	185975	240392	13996	114724	216678	9893	226571	13821
Delhi & Uttarakhnad	678871	275775	403096	128023	299602	377196	6226	383422	19674
Gujarat (Ahmedabad)	621369	202236	419133	78580	329411	403887	1485	405372	13761
Haryana	577139	226510	350629	38678	179633	320744	10562	331306	19323
Jammu Kashmir and Ladakh (DL & UK)	51908	13749	38159	681	10483	33337	3067	36404	1755
Karnataka (Other Than Bengaluru) & Goa (Hubli)	186723	47296	139427	23885	120678	135109	300	135409	4018
Kerala & Lakshadweep (Thiruvananthapuram)	161540	39156	122384	21590	90270	116832	1064	117896	4488
Madhya Pradesh & Chattisgarh (Bhopal)	241101	81508	159593	30678	117152	152769	1348	154117	5476
Maharashtra (Excluding Mumbai) (Pune)	485398	119962	365436	30876	203161	343501	6681	350182	15254
Mumbai-I (Bandra)	298206	114882	183324	1096	14890	141900	26575	168475	14849
Mumbai-II (Thane)	473871	169461	304410	5696	86163	268345	15211	283556	20854
North-Eastern Region (Guwahati)	49188	14906	34282	9145	29437	32968	207	33175	1107
Orissa (Bhubaneswar)	84653	22394	62259	17612	56554	60276	455	60731	1528
Punjab & Himachal Pradesh	290932	78161	212771	90372	202295	206477	123	206600	6171
Rajasthan	205063	71529	133534	35368	118400	128288	325	128613	4921
Tamil Nadu (Excluding Chennai)	376461	111041	265420	32553	206295	253870	716	254586	10834
Telangana (Hyderabad)	293728	82431	211297	53530	195405	204364	188	204552	6745
Uttar Pradesh	465448	193270	272178	43476	211518	260982	591	261573	10605
WB, A&N Islands & Sikkim (Kolkata)	314375	75133	239242	54185	201421	231807	682	232489	6753
Total	7220869	2438631	4782238	779353	3075279	4454670	110480	4565150	217088

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PF Final settlement - Form 20 (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled				Total	Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	6064	2113	3951	2926	3888	3944	1	3945	6
Bengaluru (Bengaluru)	8600	4030	4570	2453	4337	4527	15	4542	28
Bihar & Jharkhand (Patna)	4490	1999	2491	1412	2280	2458	15	2473	18
Chennai & Puducherry (Chennai)	9151	3724	5427	2388	4952	5388	34	5422	5
Delhi & Uttarakhand	10737	4629	6108	3917	5831	6018	27	6045	63
Gujarat (Ahmedabad)	9999	3064	6935	5715	6869	6933	1	6934	1
Haryana	5688	2241	3447	2001	3098	3377	47	3424	23
Jammu Kashmir and Ladakh (DL & UK)	576	77	499	161	400	483	11	494	5
Karnataka (Other Than Bengaluru) & Goa (Hubli)	5419	1530	3889	3223	3852	3878	0	3878	11
Kerala & Lakshadweep (Thiruvananthapuram)	3639	1186	2453	1623	2339	2436	3	2439	14
Madhya Pradesh & Chattisgarh (Bhopal)	6646	1516	5130	3558	5040	5116	4	5120	10
Maharashtra (Excluding Mumbai) (Pune)	8596	2062	6534	4030	6325	6511	9	6520	14
Mumbai-I (Bandra)	5701	2281	3420	1321	2972	3355	44	3399	21
Mumbai-II (Thane)	7876	3607	4269	1352	3490	4071	143	4214	55
North-Eastern Region (Guwahati)	1825	749	1076	648	1040	1066	4	1070	6
Orissa (Bhubaneswar)	5716	2357	3359	2369	3333	3359	0	3359	0
Punjab & Himachal Pradesh	5857	1721	4136	2939	4062	4129	2	4131	5
Rajasthan	3657	1556	2101	1265	1987	2091	1	2092	9
Tamil Nadu (Excluding Chennai)	8267	3142	5125	3156	5071	5116	5	5121	4
Telangana (Hyderabad)	7843	2241	5602	5186	5595	5602	0	5602	0
Uttar Pradesh	10588	4536	6052	4431	5969	6045	1	6046	6
WB, A&N Islands & Sikkim (Kolkata)	18747	3868	14879	10663	14458	14806	13	14819	60
Total	155682	54229	101453	66737	97188	100709	380	101089	364

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PF Transfer Claims- Form 13 (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled				Closing Balance	
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	194752	45127	149625	58031	127451	144976	227	145203	4422
Bengaluru (Bengaluru)	1250100	356934	893166	30221	307557	804941	34095	839036	54130
Bihar & Jharkhand (Patna)	126351	22676	103675	53369	85872	100857	315	101172	2503
Chennai & Puducherry (Chennai)	635620	177528	458092	37429	219302	430119	8025	438144	19948
Delhi & Uttarakhand	914761	234346	680415	330440	564247	656067	957	657024	23391
Gujarat (Ahmedabad)	685119	124322	560797	209830	488772	546650	345	546995	13802
Haryana	875500	189716	685784	105657	456686	651615	4616	656231	29553
Jammu Kashmir and Ladakh (DL & UK)	17123	4641	12482	891	4811	11106	552	11658	824
Karnataka (Other Than Bengaluru) & Goa (Hubli)	180859	41887	138972	35946	124340	134516	99	134615	4357
Kerala & Lakshadweep (Thiruvananthapuram)	97297	19002	78295	23787	63359	75443	385	75828	2467
Madhya Pradesh & Chattisgarh (Bhopal)	277546	64493	213053	63254	172871	206392	430	206822	6231
Maharashtra (Excluding Mumbai) (Pune)	623717	129505	494212	73844	320759	470786	2375	473161	21051
Mumbai-I (Bandra)	611300	163611	447689	7566	57072	397672	18347	416019	31670
Mumbai-II (Thane)	675162	137177	537985	28837	214329	503035	3414	506449	31536
North-Eastern Region (Guwahati)	27702	7497	20205	7584	17615	19457	116	19573	632
Orissa (Bhubaneswar)	104002	23278	80724	36781	76255	78826	69	78895	1829
Punjab & Himachal Pradesh	280704	65545	215159	128886	207486	209761	25	209786	5373
Rajasthan	233427	61139	172288	73152	158923	166720	170	166890	5398
Tamil Nadu (Excluding Chennai)	336419	71602	264817	64734	235818	256969	95	257064	7753
Telangana (Hyderabad)	439361	108834	330527	99328	315400	320683	206	320889	9638
Uttar Pradesh	546212	129801	416411	125160	362009	404848	259	405107	11304
WB, A&N Islands & Sikkim (Kolkata)	269369	45425	223944	59950	194725	217503	469	217972	5972
Total	9402403	2224086	7178317	1654677	4775659	6808942	75591	6884533	293784

Appendix-3(ix)

PF Part Withdrawal / Advance Claims- Form 31, 14 (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled				Closing Balance	
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	1061771	237883	823888	478679	728988	816154	471	816625	7263
Bengaluru (Bengaluru)	3180574	903848	2276726	682774	1139769	2145129	67429	2212558	64168
Bihar & Jharkhand (Patna)	846408	128227	718181	420859	605514	711714	1374	713088	5093
Chennai & Puducherry (Chennai)	2614142	655089	1959053	742750	1247140	1905130	25688	1930818	28235
Delhi & Uttarakhnad	3570110	912886	2657224	1667578	2335400	2619444	2313	2621757	35467
Gujarat (Ahmedabad)	2254694	585877	1668817	888994	1518782	1660819	397	1661216	7601
Haryana	2112380	588044	1524336	604343	1086733	1478842	6634	1485476	38860
Jammu Kashmir and Ladakh (DL & UK)	140931	36473	104458	25219	59469	100432	892	101324	3134
Karnataka (Other Than Bengaluru) & Goa (Hubli)	731711	157721	573990	241513	521706	564947	122	565069	8921
Kerala & Lakshadweep (Thiruvananthapuram)	817691	161848	655843	349275	559686	644163	1189	645352	10491
Madhya Pradesh & Chattisgarh (Bhopal)	1324307	296918	1027389	571919	911873	1016537	701	1017238	10151
Maharashtra (Excluding Mumbai) (Pune)	2296844	453324	1843520	728777	1412306	1805088	4305	1809393	34127
Mumbai-I (Bandra)	1730822	544985	1185837	410234	523183	1121288	29000	1150288	35549
Mumbai-II (Thane)	2650556	767531	1883025	776635	1081989	1807819	14903	1822722	60303
North-Eastern Region (Guwahati)	292447	68182	224265	120777	212372	222635	50	222685	1580
Orissa (Bhubaneswar)	625756	105434	520322	279944	503441	518741	9	518750	1572
Punjab & Himachal Pradesh	1180583	251882	928701	623240	916047	923066	62	923128	5573
Rajasthan	896437	244405	652032	367074	632261	647051	127	647178	4854
Tamil Nadu (Excluding Chennai)	1475125	297804	1177321	580808	1065114	1160900	246	1161146	16175
Telangana (Hyderabad)	2066044	481688	1584356	821946	1534646	1566147	1145	1567292	17064
Uttar Pradesh	1995993	537133	1458860	644196	1259921	1438471	657	1439128	19732
WB, A&N Islands & Sikkim (Kolkata)	1422333	300219	1122114	468086	986124	1111082	442	1111524	10590
Total	35287659	8717401	26570258	12495620	20842464	25985599	158156	26143755	426503

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Pension Claims- Form 10 D (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled				Total	Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	20778	10354	10424	2562	7862	9973	185	10158	266
Bengaluru (Bengaluru)	29876	16660	13216	1241	6101	11362	1244	12606	610
Bihar & Jharkhand (Patna)	20145	7415	12730	3596	9115	12005	529	12534	196
Chennai & Puducherry (Chennai)	28502	13892	14610	974	6586	12490	1802	14292	318
Delhi & Uttarakhnad	42443	18227	24216	4511	17961	22242	1084	23326	890
Gujarat (Ahmedabad)	41642	16515	25127	4523	17509	24049	613	24662	465
Haryana	19030	9217	9813	1970	4423	7770	1634	9404	409
Jammu Kashmir and Ladakh (DL & UK)	114	35	79	1	22	41	14	55	24
Karnataka (Other Than Bengaluru) & Goa (Hubli)	35847	13302	22545	1973	12306	21284	429	21713	832
Kerala & Lakshadweep (Thiruvananthapuram)	34497	14846	19651	420	4295	16357	2063	18420	1231
Madhya Pradesh & Chattisgarh (Bhopal)	26632	10727	15905	3088	12062	15171	239	15410	495
Maharashtra (Excluding Mumbai) (Pune)	57465	25392	32073	1662	11495	28038	2771	30809	1264
Mumbai-I (Bandra)	38978	17353	21625	739	4376	13904	6521	20425	1200
Mumbai-II (Thane)	33081	20033	13048	474	3335	8692	3303	11995	1053
North-Eastern Region (Guwahati)	6156	2131	4025	383	2042	3526	395	3921	104
Orissa (Bhubaneswar)	17563	7012	10551	1694	8036	10076	262	10338	213
Punjab & Himachal Pradesh	19630	7419	12211	2454	10024	11626	270	11896	315
Rajasthan	16776	8377	8399	1274	5837	8029	117	8146	253
Tamil Nadu (Excluding Chennai)	39809	18778	21031	2686	13999	20027	217	20244	787
Telangana (Hyderabad)	41769	15143	26626	7924	23368	26136	91	26227	399
Uttar Pradesh	41051	19197	21854	3552	13460	20732	369	21101	753
WB, A&N Islands & Sikkim (Kolkata)	77961	25791	52170	4949	32219	48874	1489	50363	1807
Total	689745	297816	391929	52650	226433	352404	25641	378045	13884

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Pension Withdrawal Benefit and Scheme Certificate Claims- Form 10 C (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled					Closing Balance
				within 3 days	within 10 days	within 20 days	in more than 20 days	Total	
Andhra Pradesh (Vijaywada)	117131	42917	74214	20683	59802	71613	211	71824	2390
Bengaluru (Bengaluru)	563330	259447	303883	5399	76835	262301	17987	280288	23595
Bihar & Jharkhand (Patna)	94156	33099	61057	19431	46146	59504	492	59996	1061
Chennai & Puducherry (Chennai)	347351	179426	167925	7797	69899	148563	8560	157123	10802
Delhi & Uttarakhand	578462	300561	277901	86678	200578	258894	3138	262032	15869
Gujarat (Ahmedabad)	533450	220865	312585	45238	231160	299614	1390	301004	11581
Haryana	488508	243610	244898	28808	110032	220145	8256	228401	16497
Jammu Kashmir and Ladakh (DL & UK)	18849	6829	12020	30	1717	10075	1110	11185	835
Karnataka (Other Than Bengaluru) & Goa (Hubli)	143256	47545	95711	11261	76822	92292	219	92511	3200
Kerala & Lakshadweep (Thiruvananthapuram)	108682	37568	71114	8462	40875	67159	1064	68223	2891
Madhya Pradesh & Chattisgarh (Bhopal)	203122	90112	113010	18125	73365	107409	1140	108549	4461
Maharashtra (Excluding Mumbai) (Pune)	385995	133722	252273	17682	131228	236936	3495	240431	11842
Mumbai-I (Bandra)	244093	122285	121808	709	8428	96719	15010	111729	10079
Mumbai-II (Thane)	394674	184819	209855	2822	45714	182077	10597	192674	17181
North-Eastern Region (Guwahati)	41125	15285	25840	5065	20993	24867	179	25046	794
Orissa (Bhubaneswar)	66712	25419	41293	9327	35534	39995	269	40264	1029
Punjab & Himachal Pradesh	245788	90540	155248	59401	147227	150361	164	150525	4723
Rajasthan	169495	77958	91537	19483	79184	87179	310	87489	4048
Tamil Nadu (Excluding Chennai)	309289	118139	191150	16004	136084	181750	557	182307	8843
Telangana (Hyderabad)	231829	95708	136121	29976	124657	130866	115	130981	5140
Uttar Pradesh	381250	198040	183210	19456	129283	174410	510	174920	8290
WB, A&N Islands & Sikkim (Kolkata)	245870	82646	163224	28396	130434	157860	507	158367	4857
Total	5912417	2606540	3305877	460233	1975997	3060589	75280	3135869	170008

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Insurance (EDLI) Claims- Form 5IF (2022-23)									
Zone Name	Total Claims	Rejected	Net Workload	Settled				Closing Balance	
				within 3 days	within 10 days	within 20 days	in more than 20 days		
Andhra Pradesh (Vijaywada)	5235	1916	3319	2753	3305	3311	3	3314	5
Bengaluru (Bengaluru)	6801	3525	3276	1434	2993	3218	33	3251	25
Bihar & Jharkhand (Patna)	4076	2065	2011	1121	1835	1972	22	1994	17
Chennai & Puducherry (Chennai)	6058	2925	3133	1234	2812	3094	39	3133	0
Delhi & Uttarakhand	9087	4497	4590	2920	4317	4483	45	4528	62
Gujarat (Ahmedabad)	9309	3340	5969	4612	5822	5899	8	5907	62
Haryana	4620	2085	2535	1290	2235	2453	51	2504	31
Jammu Kashmir and Ladakh (DL & UK)	194	31	163	48	120	153	6	159	4
Karnataka (Other Than Bengaluru) & Goa (Hubli)	4796	1604	3192	2591	3165	3181	1	3182	10
Kerala & Lakshadweep (Thiruvananthapuram)	2643	938	1705	1044	1596	1686	5	1691	14
Madhya Pradesh & Chattisgarh (Bhopal)	5010	1332	3678	2704	3600	3635	10	3645	33
Maharashtra (Excluding Mumbai) (Pune)	7568	2232	5336	3331	5118	5285	19	5304	32
Mumbai-I (Bandra)	5377	2439	2938	331	1695	2759	154	2913	25
Mumbai-II (Thane)	6682	3672	3010	897	2484	2858	98	2956	54
North-Eastern Region (Guwahati)	1559	731	828	501	791	816	2	818	10
Orissa (Bhubaneswar)	4297	2132	2165	1355	2137	2155	5	2160	5
Punjab & Himachal Pradesh	4128	1241	2887	1920	2776	2861	4	2865	22
Rajasthan	3131	1489	1642	1000	1551	1623	3	1626	16
Tamil Nadu (Excluding Chennai)	6488	2845	3643	2187	3563	3601	2	3603	40
Telangana (Hyderabad)	5979	1652	4327	4121	4319	4323	1	4324	3
Uttar Pradesh	9710	4690	5020	3526	4929	4994	7	5001	19
WB, A&N Islands & Sikkim (Kolkata)	16649	3389	13260	9441	12562	13086	52	13138	122
Total	129397	50770	78627	50361	73725	77446	570	78016	611

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Annual Accounts (Unexempted) Updation upto 2022-23												
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 for 2022-23
Andhra Pradesh (Vijaywada)	41129	5371587	29633	385078	264065	45468	693	294406	187296	582029	506047	21704
Bengaluru (Bengaluru)	53295	23386852	263327	1717878	1145481	89851	515	1409836	664423	2289119	2254578	507679
Bihar & Jharkhand(Patna)	36934	4779597	28137	280533	182490	54860	779	211417	157642	466927	390566	32037
Chennai & Puducherry (Chennai)	58509	18026359	84695	949435	660809	135356	554	746070	692261	2030418	1833269	60156
Delhi & Uttarakhnad	78486	23575391	182034	1440537	1006044	116559	783	1188954	873604	2564861	2477449	247733
Gujarat (Ahmedabad)	100717	20828461	103856	1221532	892787	125869	836	997554	771430	2492645	2344802	53672
Haryana	56939	19437591	149553	1393067	971426	66001	510	1121511	1204845	2556962	2263390	86006
Jammu Kashmir And Ladakh	4741	46977	46399	32402	32399	74	65	79122	0	0	5	515109
Karnataka (Other Than Bengaluru) & Goa (Hubli)	47624	6302670	24872	413858	255684	64947	369	280936	364838	819172	691812	24320
Kerala & Lakshadweep (Thiruvananthapuram)	29695	3718205	26586	277510	179634	80754	2532	208762	129507	292022	261914	7022
Madhya Pradesh & Chattisgarh (Bhopal)	62769	8248470	45561	543371	375986	70736	639	422205	367086	963057	818957	48167
Maharashtra(Excluding Mumbai)(Pune)	100421	19819231	177692	1261421	786550	131647	1822	966116	1022940	2573479	2185161	77785
Mumbai-1 (Bandra)	27759	13576780	109130	696857	512397	56997	932	622476	269219	1072976	1213133	128531
Mumbai-2 (Thane)	66777	16945507	150337	1166736	792442	70502	580	943457	520240	1586625	1571505	216313
North-Eastern Region (Guwahati)	20307	1389793	8655	90761	51905	15443	188	60749	63941	162347	114353	13373
Orissa (Bhubaneswar)	30042	3743355	16029	221102	140329	46319	556	156919	124227	467324	389209	14837
Punjab & Himachal Pradesh	62950	9400999	38379	635026	399780	68518	417	438580	491472	1138054	1039602	17338
Rajasthan	48007	7056917	50806	389537	286144	42782	676	337628	327581	922802	825301	8666
Tamil Nadu(Excluding Chennai)	68103	12751721	57549	698150	496499	156653	1024	555085	723663	1783250	1418525	170662
Telangana (Hyderabad)	53770	14073954	80285	857174	542710	77197	652	623651	445313	1387532	1332794	9971
Uttar Pradesh	80392	12251922	83946	954289	617547	88770	553	702153	478454	1391705	1251276	86481
Wb, A&N Islands & Sikkim (Kolkata)	68704	10129605	53711	703088	435797	139944	1984	491536	383662	1210705	1036316	91588
All India	1198070	254861944	1811172	16329342	11028905	1745247	17659	12859123	10263644	28754011	26219964	2439150

Appendix-3(xiv)

SUMMARY OF STATISTICAL ABSTRACT (2022-23)			
A. SERVICE			
Periodicity of Claims			
			(In Lakhs.)
Provident Fund Claims	Final Settlement (Form 19 And Form 20)	Net Workload	48.84
		Claims Settled	46.66
		Claims Pending	2.17
	Part Withdrawal / Advance (Form 31, 14)	Net Workload	265.70
		Claims Settled	261.44
		Claims Pending	4.27
	Transfer Cases	Net Workload	71.78
		Claims Settled	68.85
		Claims Pending	2.94
	Total	Net Workload	386.32
		Claims Settled	376.95
		Claims Pending	9.38
Pension Claims	Monthly Pension	Net Workload	3.92
		Claims Settled	3.78
		Claims Pending	0.14
	Other Than Monthly Pension	Net Workload	33.06
		Claims Settled	31.36
		Claims Pending	1.70
	Total	Net Workload	36.98
		Claims Settled	35.14
		Claims Pending	1.84
Insurance Claims		Net Workload	0.79
		Claims Settled	0.78
		Claims Pending	0.01
Grand Total		Net Workload	424.09
		Claims Settled	412.86
		Claims Pending	11.22

Establishments And Members				
Year	Establishments	Members	Year on Year Growth (%)	
			Establishments	Members
2022-23	21.20	29.88	13.80	7.74

B. REVENUE STATEMENTS (2022-23)

Contribution received (During the year) (Rs. in cr.)	
Provident Fund	2,12,317.01
Pension Fund	
Employee’s / Employer’s Share	56,170.84
Government’s Share	8,714.76
Total	64,885.61
Insurance Fund (Employer’s Share)	3,030.85
Grand Total	2,80,233.46

PAYMENTS MADE (UNEXEMPTED) (During the year) (Rs. in cr.)	
Provident Fund	1,14,496.44
Pension Fund	22,112.82
Insurance Fund	2,133.91
Total	1,38,743.17

ADMINISTRATION ACCOUNT (EPF SCHEME) (Rs. in cr.)			
YEAR	INCOME	EXPENDITURE	BALANCE
2022-23	7,499.09	5,290.77	2,208.32

C. COMPLIANCE ACTION

Assessments During the Year (2022-23)			
Particulars	Under Section 7A	Under Section 14B	Total
Workload	16223	60254	76477
Disposed	7601	42150	49751
Pending	8622	18104	26726

ARREARS TO BE RECOVERED (2022-23)				(Rs. in cr.)
TYPE OF DUES		Workload	Realised	Closing Balance
a.	Provident Fund	10538.27	1775.51	8762.76
b.	EPF Administration & Inspection Charges	654.44	87.96	566.48
c.	Pension Fund	5090	800.96	4289.05
d.	Insurance Fund	387.85	65.35	322.51
e.	EDLI Administration & Inspection Charges	15.04	2.64	12.39
f.	TOTAL (a to e)	16685.60	2732.42	13953.18
g.	Penal Damages and Interest	5550.64	982.90	4567.74
h.	Exempted Sector	1958.47	657.60	1300.88
GRAND TOTAL (f & h)		18644.07	3390.02	15254.06

D. MANPOWER

GROUP	STATUS	2022-23
GROUP A	Sanctioned	1,467
	In-Position	763
	Shortfall	704
GROUP B	Sanctioned	7,693
	In-Position	4,583
	Shortfall	3,110
GROUP C (including erstwhile Group D)	Sanctioned	14,913
	In-Position	9,526
	Shortfall	5,387
TOTAL	Sanctioned	24,073
	In-Position	14,872
	Shortfall	9,201

Appendix-4(i)

Assessed Arrears under EPF Scheme in Unexempted Sector as on 31.03.2023 (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)	157.55	10.83	168.38	28.48	1.85	30.33	129.07	8.98	138.05
Bengaluru (Bengaluru)	735.25	43.23	778.48	119.48	4.81	124.29	615.77	38.42	654.19
Bihar & Jharkhand (Patna)	249.60	15.54	265.15	92.24	4.67	96.92	157.36	10.87	168.23
Chennai & Puducherry (Chennai)	486.00	31.43	517.43	134.73	5.48	140.21	351.27	25.95	377.22
Delhi & Uttarkhand (Delhi)	917.92	53.19	971.11	67.04	4.65	71.69	850.88	48.54	899.42
Gujarat (Ahmedabad)	246.94	19.26	266.19	80.45	4.64	85.09	166.49	14.62	181.11
Haryana (Faridabad)	358.05	15.41	373.46	104.01	4.25	108.26	254.04	11.16	265.20
Jammu, Kashmir & Ladakh (DL & UK)	0.65	0.02	0.68	0.13	0.00	0.13	0.52	0.02	0.54
Karnataka (Other Than Bengaluru) & Goa (Hubli)	179.25	10.29	189.54	54.62	2.62	57.24	124.64	7.67	132.31
Kerala & Lakshadweep (Thiruvananthapuram)	334.94	29.02	363.96	77.04	5.37	82.41	257.90	23.65	281.55
Madhya Pradesh & Chattisgarh (Bhopal)	362.65	20.85	383.50	111.55	5.17	116.72	251.10	15.68	266.78
Maharashtra (Excluding Mumbai) (Pune)	1,028.01	53.29	1,081.30	138.98	8.23	147.21	889.03	45.06	934.09
Mumbai I (Bandra)	380.58	79.88	460.46	74.46	2.24	76.70	306.12	77.64	383.76
Mumbai II (Thane)	599.29	33.00	632.29	50.76	2.46	53.22	548.53	30.54	579.07
North-Eastern Region (Guwahati)	49.79	2.62	52.41	12.84	0.59	13.43	36.95	2.03	38.98
Odisha (Bhubaneswar)	508.53	35.69	544.22	52.20	3.13	55.34	456.33	32.55	488.89
Punjab & Himachal Pradesh (Chandigarh)	276.25	22.44	298.69	89.61	4.82	94.43	186.64	17.62	204.26
Rajasthan (Jaipur)	194.13	13.54	207.67	52.54	2.22	54.76	141.59	11.32	152.91
Tamil Nadu (Excluding Chennai) (Coimbatore)	352.24	22.79	375.03	93.30	4.13	97.43	258.94	18.66	277.60
Telangana (Hyderabad)	832.69	54.34	887.03	184.90	8.00	192.90	647.78	46.34	694.13
Uttar Pradesh (Kanpur)	1,862.82	56.31	1,919.13	78.00	5.05	83.05	1,784.82	51.26	1,836.08
West Bengal, A&N Islands & Sikkim (Kolkata)	425.13	31.46	456.59	78.14	3.58	81.72	346.99	27.88	374.87
All India	10,538.27	654.44	11,192.71	1,775.51	87.96	1,863.47	8,762.76	566.48	9,329.23

Appendix-4(ii)

Assessed Arrears under EPS in Unexempted Sector as on 31.03.2023 (Rs. in cr.)			
Zone	Workload	Collection made	Closing Balance
Andhra Pradesh (Vijaywada)	93.15	11.06	82.09
Bengaluru (Bengaluru)	398.86	54.68	344.19
Bihar & Jharkhand (Patna)	160.46	48.22	112.24
Chennai & Puducherry (Chennai)	265.34	57.90	207.45
Delhi & Uttarkhand (Delhi)	479.88	33.79	446.09
Gujarat (Ahmedabad)	137.98	41.14	96.84
Haryana (Faridabad)	191.60	53.65	137.95
Jammu, Kashmir & Ladakh (DL & UK)	0.35	0.07	0.28
Karnataka (Other Than Bengaluru) & Goa (Hubli)	85.23	26.81	58.41
Kerala & Lakshadweep (Thiruvananthapuram)	203.92	32.77	171.15
Madhya Pradesh & Chattisgarh (Bhopal)	200.59	52.25	148.34
Maharashtra (Excluding Mumbai) (Pune)	419.44	73.00	346.44
Mumbai I (Bandra)	149.65	20.44	129.21
Mumbai II (Thane)	251.36	24.89	226.47
North-Eastern Region (Guwahati)	23.65	6.52	17.13
Odisha (Bhubaneswar)	272.85	27.64	245.22
Punjab & Himachal Pradesh (Chandigarh)	134.80	29.03	105.77
Rajasthan (Jaipur)	96.32	20.09	76.24
Tamil Nadu (Excluding Chennai) (Coimbatore)	203.71	39.64	164.07
Telangana (Hyderabad)	435.77	80.99	354.78
Uttar Pradesh (Kanpur)	640.93	39.24	601.70
West Bengal, A&N Islands & Sikkim (Kolkata)	244.17	27.15	217.01
All India	5,090.00	800.96	4,289.05

Appendix-4(iii)

Assessed Arrears under EDLI Scheme in Unexempted Sector as on 31.03.2023 (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)	8.08	0.64	8.73	0.81	0.08	0.89	7.28	0.56	7.84
Bengaluru (Bengaluru)	20.67	0.38	21.05	2.74	0.05	2.79	17.93	0.33	18.27
Bihar & Jharkhand (Patna)	11.04	0.57	11.61	3.11	0.13	3.24	7.93	0.44	8.37
Chennai & Puducherry (Chennai)	22.31	1.50	23.82	3.25	0.14	3.39	19.06	1.36	20.43
Delhi & Uttarkhand (Delhi)	32.40	0.54	32.95	2.21	0.04	2.25	30.19	0.51	30.70
Gujarat (Ahmedabad)	8.57	0.51	9.08	3.11	0.21	3.33	5.46	0.29	5.75
Haryana (Faridabad)	13.41	0.35	13.76	3.25	0.04	3.29	10.16	0.32	10.47
Jammu, Kashmir & Ladakh (DL & UK)	0.02	0.00	0.02	0.00	0.00	0.00	0.02	0.00	0.02
Karnataka (Other Than Bengaluru) & Goa (Hubli)	5.55	0.31	5.86	1.51	0.08	1.59	4.04	0.23	4.27
Kerala & Lakshadweep (Thiruvananthapuram)	11.04	0.45	11.48	2.01	0.09	2.10	9.02	0.36	9.38
Madhya Pradesh & Chattisgarh (Bhopal)	19.39	0.39	19.78	8.46	0.09	8.56	10.93	0.29	11.22
Maharashtra (Excluding Mumbai) (Pune)	31.64	3.35	34.98	4.55	0.62	5.17	27.09	2.73	29.81
Mumbai I (Bandra)	17.33	0.17	17.51	0.99	0.03	1.01	16.35	0.14	16.49
Mumbai II (Thane)	17.56	0.73	18.29	2.33	0.03	2.36	15.23	0.69	15.93
North-Eastern Region (Guwahati)	1.81	0.08	1.89	0.41	0.02	0.42	1.40	0.06	1.46
Odisha (Bhubaneswar)	17.16	0.33	17.50	1.67	0.05	1.72	15.49	0.28	15.77
Punjab & Himachal Pradesh (Chandigarh)	25.98	0.63	26.61	10.78	0.21	10.98	15.20	0.42	15.62
Rajasthan (Jaipur)	6.13	0.42	6.54	1.65	0.16	1.81	4.48	0.26	4.74
Tamil Nadu (Excluding Chennai) (Coimbatore)	12.94	0.78	13.72	3.67	0.17	3.84	9.27	0.61	9.87
Telangana (Hyderabad)	22.63	0.74	23.37	3.65	0.10	3.75	18.97	0.64	19.62
Uttar Pradesh (Kanpur)	60.83	1.42	62.25	3.11	0.22	3.33	57.72	1.20	58.92
West Bengal, A&N Islands & Sikkim (Kolkata)	21.35	0.75	22.10	2.07	0.08	2.16	19.27	0.67	19.94
All India	387.85	15.04	402.89	65.35	2.64	67.99	322.51	12.39	334.90

Appendix-4(iv)

Breakup of Arrears in Public, Private and Cooperative Sector (Unexempted) as on 31.03.2023 (All Three Schemes) (Rs. in cr.)				
Zone	Public Sector	Private Sector	Cooperative Sector	Total Demand
Andhra Pradesh (Vijaywada)	16.21	207.23	4.54	227.98
Bengaluru (Bengaluru)	162.34	854.31	0.00	1,016.64
Bihar & Jharkhand (Patna)	43.45	244.54	0.86	288.85
Chennai & Puducherry (Chennai)	84.69	486.35	34.05	605.10
Delhi & Uttarkhand (Delhi)	51.86	1,324.35	0.00	1,376.20
Gujarat (Ahmedabad)	14.26	269.17	0.27	283.69
Haryana (Faridabad)	8.18	405.44	0.00	413.62
Jammu, Kashmir & Ladakh (DL & UK)	0.00	0.84	0.00	0.84
Karnataka (Other Than Bengaluru) & Goa (Hubli)	34.03	149.99	10.97	194.99
Kerala & Lakshadweep (Thiruvananthapuram)	138.07	257.14	66.87	462.08
Madhya Pradesh & Chattisgarh (Bhopal)	148.30	274.32	3.72	426.34
Maharashtra (Excluding Mumbai) (Pune)	43.14	1,084.31	182.89	1,310.34
Mumbai I (Bandra)	121.04	408.43	0.00	529.47
Mumbai II (Thane)	0.00	771.55	49.91	821.47
North-Eastern Region (Guwahati)	24.23	32.55	0.79	57.57
Odisha (Bhubaneswar)	582.90	130.71	36.26	749.87
Punjab & Himachal Pradesh (Chandigarh)	59.23	265.50	0.92	325.65
Rajasthan (Jaipur)	42.67	190.79	0.43	233.89
Tamil Nadu (Excluding Chennai) (Coimbatore)	65.82	358.44	27.28	451.54
Telangana (Hyderabad)	10.19	1,057.17	1.17	1,068.52
Uttar Pradesh (Kanpur)	222.71	2,260.69	13.30	2,496.70
West Bengal, A&N Islands & Sikkim (Kolkata)	39.98	571.41	0.43	611.82
All India	1,913.29	11,605.21	434.68	13,953.18

Appendix-4(v)

Summary of Defaulting Unexempted Establishments with dues of Rs. 50 lakhs and above as on 31.03.2023		
Zone	No. of Defaulting Establishments	Amount of default (Rs. in cr.)
Andhra Pradesh (Vijaywada)	52	114.02
Bengaluru (Bengaluru)	147	489.93
Bihar & Jharkhand (Patna)	55	105.72
Chennai & Puducherry (Chennai)	181	356.81
Delhi & Uttarkhand (Delhi)	231	976.44
Gujarat (Ahmedabad)	92	147.79
Haryana (Faridabad)	37	60.53
Jammu, Kashmir & Ladakh (DL & UK)	1	0.56
Karnataka (Other Than Bengaluru) & Goa (Hubli)	42	87.35
Kerala & Lakshadweep (Thiruvananthapuram)	99	138.36
Madhya Pradesh & Chattisgarh (Bhopal)	62	160.20
Maharashtra (Excluding Mumbai) (Pune)	267	580.34
Mumbai I (Bandra)	51	139.17
Mumbai II (Thane)	66	453.77
North-Eastern Region (Guwahati)	10	18.89
Odisha (Bhubaneswar)	39	590.29
Punjab & Himachal Pradesh (Chandigarh)	76	174.19
Rajasthan (Jaipur)	52	163.95
Tamil Nadu (Excluding Chennai) (Coimbatore)	229	241.28
Telangana (Hyderabad)	207	858.42
Uttar Pradesh (Kanpur)	142	1,692.77
West Bengal, A&N Islands & Sikkim (Kolkata)	133	296.37
All India	2,271	7,847.14

Appendix-4(vi)

Summary of Defaulting Exempted Establishments with dues of Rs. 50 lakhs and above as on 31.03.2023		
Zone	No. of Defaulting Establishments	Amount of default (Rs. in cr.)
Andhra Pradesh (Vijaywada)	1	9.94
Bengaluru (Bengaluru)	4	42.16
Bihar & Jharkhand (Patna)	6	133.70
Chennai & Puducherry (Chennai)	6	18.26
Delhi & Uttarkhand (Delhi)	9	231.23
Gujarat (Ahmedabad)	6	16.80
Haryana (Faridabad)	2	15.75
Jammu, Kashmir & Ladakh (DL & UK)	0	0.00
Karnataka (Other Than Bengaluru) & Goa (Hubli)	0	0.00
Kerala & Lakshadweep (Thiruvananthapuram)	4	6.36
Madhya Pradesh & Chattisgarh (Bhopal)	6	8.45
Maharashtra (Excluding Mumbai) (Pune)	4	10.46
Mumbai I (Bandra)	1	0.86
Mumbai II (Thane)	1	1.81
North-Eastern Region (Guwahati)	3	10.13
Odisha (Bhubaneswar)	0	0.00
Punjab & Himachal Pradesh (Chandigarh)	2	1.59
Rajasthan (Jaipur)	4	126.66
Tamil Nadu (Excluding Chennai) (Coimbatore)	1	0.51
Telangana (Hyderabad)	8	365.26
Uttar Pradesh (Kanpur)	8	10.65
West Bengal, A&N Islands & Sikkim (Kolkata)	32	119.80
All India	108	1,130.37

Appendix-4(vii)

Initiation and disposal of Assessment Cases under Section 7A of the Act during 2022-23						
Zone	Cases for disposal as on 01.04.2022	Cases initiated during the year	Total Workload	Cases disposed by issue of final orders	Disposal in terms of %	Cases pending as on 31.03.2023
Andhra Pradesh (Vijaywada)	195	308	503	295	58.65	208
Bengaluru (Bengaluru)	227	327	554	319	57.58	235
Bihar & Jharkhand (Patna)	393	100	493	323	65.52	170
Chennai & Puducherry (Chennai)	1,203	415	1,618	817	50.49	801
Delhi & Uttarkhand (Delhi)	673	392	1,065	429	40.28	636
Gujarat (Ahmedabad)	450	386	836	421	50.36	415
Haryana (Faridabad)	371	261	632	226	35.76	406
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0		0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	176	155	331	144	43.50	187
Kerala & Lakshadweep (Thiruvananthapuram)	180	267	447	235	52.57	212
Madhya Pradesh & Chattisgarh (Bhopal)	390	165	555	267	48.11	288
Maharashtra (Excluding Mumbai) (Pune)	1,043	764	1,807	594	32.87	1,213
Mumbai I (Bandra)	207	169	376	158	42.02	218
Mumbai II (Thane)	362	139	501	253	50.50	248
North-Eastern Region (Guwahati)	57	103	160	73	45.63	87
Odisha (Bhubaneswar)	121	175	296	117	39.53	179
Punjab & Himachal Pradesh (Chandigarh)	955	387	1,342	660	49.18	682
Rajasthan (Jaipur)	175	140	315	146	46.35	169
Tamil Nadu (Excluding Chennai) (Coimbatore)	696	553	1,249	704	56.37	545
Telangana (Hyderabad)	297	634	931	374	40.17	557
Uttar Pradesh (Kanpur)	1,239	161	1,400	683	48.79	717
West Bengal, A&N Islands & Sikkim (Kolkata)	576	236	812	363	44.70	449
All India	9,986	6,237	16,223	7,601	46.85	8,622

Appendix-4(viii)

Periodicity of Pending 7A Cases		
Periodicity	As on 31.03.2023	As on 31.03.2022
Less than Six Months	2,724	5,462
Six Months to One Year	1,818	3,297
One Year to Three Years	1,711	3,794
Over Three Years	2,369	2,491
Total	8,622	15,044

Appendix-4(ix)

Levy of Interest u/s 7Q in respect of all three Schemes (Unexempted) as on 31.03.2023 (Rs. in cr.)				
Zone	Total Workload	Collection made during the year	% of Collection made	Closing Balance as on 31.03.2023
Andhra Pradesh (Vijaywada)	37.85	11.28	29.79	26.58
Bengaluru (Bengaluru)	118.87	56.52	47.54	62.35
Bihar & Jharkhand (Patna)	70.73	19.10	27.01	51.63
Chennai & Puducherry (Chennai)	100.49	36.79	36.61	63.69
Delhi & Uttarkhand (Delhi)	154.88	15.56	10.05	139.32
Gujarat (Ahmedabad)	62.01	23.77	38.33	38.24
Haryana (Faridabad)	84.71	15.03	17.74	69.68
Jammu, Kashmir & Ladakh (DL & UK)	0.10	0.00	0.00	0.10
Karnataka (Other Than Bengaluru) & Goa (Hubli)	46.00	16.17	35.15	29.83
Kerala & Lakshadweep (Thiruvananthapuram)	67.67	18.18	26.86	49.49
Madhya Pradesh & Chattisgarh (Bhopal)	82.40	25.48	30.92	56.92
Maharashtra (Excluding Mumbai) (Pune)	205.98	44.38	21.55	161.60
Mumbai I (Bandra)	59.21	16.74	28.27	42.47
Mumbai II (Thane)	134.36	10.69	7.96	123.67
North-Eastern Region (Guwahati)	15.90	4.03	25.36	11.87
Odisha (Bhubaneswar)	356.75	29.88	8.38	326.87
Punjab & Himachal Pradesh (Chandigarh)	43.71	9.47	21.65	34.25
Rajasthan (Jaipur)	28.05	9.74	34.74	18.30
Tamil Nadu (Excluding Chennai) (Coimbatore)	71.81	25.06	34.89	46.76
Telangana (Hyderabad)	102.32	38.52	37.64	63.80
Uttar Pradesh (Kanpur)	135.74	17.35	12.78	118.39
West Bengal, A&N Islands & Sikkim (Kolkata)	95.57	14.42	15.09	81.15
All India	2,075.11	458.15	22.08	1,616.96

Appendix-4(x)

Cases of Levy of Damages u/s 14B (Unexempted) 2022-23				
Zone	Total Workload	Cases disposed by issue of final orders	Disposal in terms of %	Cases pending as on 31.03.2023
Andhra Pradesh (Vijaywada)	1,498	872	58.21	626
Bengaluru (Bengaluru)	2,015	1,476	73.25	539
Bihar & Jharkhand (Patna)	2,579	1,830	70.96	749
Chennai & Puducherry (Chennai)	4,411	3,607	81.77	804
Delhi & Uttarkhand (Delhi)	4,601	2,950	64.12	1,651
Gujarat (Ahmedabad)	3,180	2,556	80.38	624
Haryana (Faridabad)	2,207	1,651	74.81	556
Jammu, Kashmir & Ladakh (DL & UK)	1	1	100.00	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	2,940	2,410	81.97	530
Kerala & Lakshadweep (Thiruvananthapuram)	1,686	1,272	75.44	414
Madhya Pradesh & Chattisgarh (Bhopal)	3,229	2,299	71.20	930
Maharashtra (Excluding Mumbai) (Pune)	4,983	2,725	54.69	2,258
Mumbai I (Bandra)	1,371	783	57.11	588
Mumbai II (Thane)	1,688	826	48.93	862
North-Eastern Region (Guwahati)	598	344	57.53	254
Odisha (Bhubaneswar)	4,416	2,275	51.52	2,141
Punjab & Himachal Pradesh (Chandigarh)	5,108	3,790	74.20	1,318
Rajasthan (Jaipur)	1,989	1,718	86.38	271
Tamil Nadu (Excluding Chennai) (Coimbatore)	3,866	3,159	81.71	707
Telangana (Hyderabad)	3,360	2,383	70.92	977
Uttar Pradesh (Kanpur)	2,554	1,872	73.30	682
West Bengal, A&N Islands & Sikkim (Kolkata)	1,974	1,351	68.44	623
All India	60,254	42,150	69.95	18,104

Appendix-4(xi)

Levy of damages u/s 14B in respect of all three Schemes (Unexempted) as on 31.03.2023 (Rs. in cr.)				
Zone	Total Workload	Collection made during the year	% of Collection made	Closing Balance as on 31.03.2023
Andhra Pradesh (Vijaywada)	90.19	12.32	13.66	77.87
Bengaluru (Bengaluru)	402.85	37.48	9.30	365.37
Bihar & Jharkhand (Patna)	110.16	26.93	24.45	83.23
Chennai & Puducherry (Chennai)	222.48	31.07	13.96	191.41
Delhi & Uttarkhand (Delhi)	218.18	15.83	7.26	202.35
Gujarat (Ahmedabad)	118.37	33.48	28.28	84.89
Haryana (Faridabad)	149.87	21.75	14.51	128.12
Jammu, Kashmir & Ladakh (DL & UK)	0.20	0.00	0.00	0.20
Karnataka (Other Than Bengaluru) & Goa (Hubli)	92.88	20.82	22.42	72.06
Kerala & Lakshadweep (Thiruvananthapuram)	177.72	25.00	14.07	152.72
Madhya Pradesh & Chattisgarh (Bhopal)	107.34	35.56	33.13	71.78
Maharashtra (Excluding Mumbai) (Pune)	371.80	58.73	15.80	313.07
Mumbai I (Bandra)	147.26	18.36	12.47	128.90
Mumbai II (Thane)	175.69	14.49	8.25	161.20
North-Eastern Region (Guwahati)	26.39	6.34	24.02	20.05
Odisha (Bhubaneswar)	103.52	31.44	30.37	72.07
Punjab & Himachal Pradesh (Chandigarh)	62.27	13.63	21.89	48.64
Rajasthan (Jaipur)	54.64	13.78	25.21	40.87
Tamil Nadu (Excluding Chennai) (Coimbatore)	196.54	24.30	12.37	172.23
Telangana (Hyderabad)	219.56	34.24	15.60	185.32
Uttar Pradesh (Kanpur)	212.21	31.39	14.79	180.81
West Bengal, A&N Islands & Sikkim (Kolkata)	215.42	17.81	8.27	197.61
All India	3,475.53	524.75	15.10	2,950.78

Appendix-4(xii)

Status of Attachment/Sale of Property/Arrest of Defaulters - Unexempted as on 31.03.2023		
Type of Coercive Action	No. of Cases	Amount Recovered (in Rs. lakhs)
Bank Accounts Attached	21,730	41,977.31
Movable Property Attached	44	73.20
Immovable Property Attached	160	735.31
Arrest of Defaulters	12	17.86
Public Auctions of Movable Property	0	0.00
Public Auctions of Immovable Property	5	294.37
Total	21,951	43,098.05

Appendix-4(xiii)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2023 (EPF Scheme)								
Zone	Workload	Cases Decided						Total Pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	8	0	0	0	0	0	0	8
Bengaluru (Bengaluru)	149	0	0	3	0	0	3	146
Bihar & Jharkhand (Patna)	332	1	0	0	0	0	1	331
Chennai & Puducherry (Chennai)	433	0	0	52	0	0	52	381
Delhi & Uttarkhand (Delhi)	17	3	0	0	0	0	3	14
Gujarat (Ahmedabad)	1,040	12	7	396	0	0	415	625
Haryana (Faridabad)	245	0	0	12	0	0	12	233
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	531	0	0	26	0	0	26	505
Kerala & Lakshadweep (Thiruvananthapuram)	525	6	0	0	0	7	13	512
Madhya Pradesh & Chattisgarh (Bhopal)	206	1	0	0	0	0	1	205
Maharashtra (Excluding Mumbai) (Pune)	449	12	0	0	0	1	13	436
Mumbai I (Bandra)	286	0	0	0	0	0	0	286
Mumbai II (Thane)	137	0	0	25	0	0	25	112
North-Eastern Region (Guwahati)	396	0	0	0	0	0	0	396
Odisha (Bhubaneswar)	1,259	0	0	0	0	0	0	1,259
Punjab & Himachal Pradesh (Chandigarh)	144	7	0	0	3	0	10	134
Rajasthan (Jaipur)	39	1	0	0	0	0	1	38
Tamil Nadu (Excluding Chennai) (Coimbatore)	818	0	0	0	0	0	0	818
Telangana (Hyderabad)	94	0	0	0	0	0	0	94
Uttar Pradesh (Kanpur)	184	6	0	11	0	0	17	167
West Bengal, A&N Islands & Sikkim (Kolkata)	2,992	0	0	0	0	0	0	2,992
All India	10,284	49	7	525	3	8	592	9,692

Appendix-4(xiv)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2023 (Pension Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	8	0	0	0	0	0	0	8
Bengaluru (Bengaluru)	147	0	0	3	0	0	3	144
Bihar & Jharkhand (Patna)	39	1	0	0	0	0	1	38
Chennai & Puducherry (Chennai)	385	0	0	40	0	0	40	345
Delhi & Uttarkhand (Delhi)	17	3	0	0	0	0	3	14
Gujarat (Ahmedabad)	260	10	7	10	0	0	27	233
Haryana (Faridabad)	222	0	0	12	0	0	12	210
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	290	0	0	22	0	0	22	268
Kerala & Lakshadweep (Thiruvananthapuram)	260	4	0	0	0	5	9	251
Madhya Pradesh & Chattisgarh (Bhopal)	187	1	0	0	0	0	1	186
Maharashtra (Excluding Mumbai) (Pune)	349	12	0	0	0	1	13	336
Mumbai I (Bandra)	131	0	0	0	0	0	0	131
Mumbai II (Thane)	115	0	0	21	0	0	21	94
North-Eastern Region (Guwahati)	222	0	0	0	0	0	0	222
Odisha (Bhubaneswar)	684	0	0	0	0	0	0	684
Punjab & Himachal Pradesh (Chandigarh)	87	0	0	0	3	0	3	84
Rajasthan (Jaipur)	3	0	0	0	0	0	0	3
Tamil Nadu (Excluding Chennai) (Coimbatore)	358	0	0	0	0	0	0	358
Telangana (Hyderabad)	69	0	0	0	0	0	0	69
Uttar Pradesh (Kanpur)	130	6	0	11	0	0	17	113
West Bengal, A&N Islands & Sikkim (Kolkata)	1,819	0	0	0	0	0	0	1,819
All India	5,782	37	7	119	3	6	172	5,610

Appendix-4(xv)

Prosecution Cases under Section 14 of the Act (Unexempted) as on 31.03.2023 (EDLI Scheme)								
Zone	Workload	Cases Decided						Total pendency
		Convicted	Acquitted	Discharged	Admonished	Withdrawn	Total cases decided	
Andhra Pradesh (Vijaywada)	8	0	0	0	0	0	0	8
Bengaluru (Bengaluru)	113	0	0	1	0	0	1	112
Bihar & Jharkhand (Patna)	0	0	0	0	0	0	0	0
Chennai & Puducherry (Chennai)	414	0	0	40	0	0	40	374
Delhi & Uttarkhand (Delhi)	17	3	0	0	0	0	3	14
Gujarat (Ahmedabad)	212	10	7	12	0	0	29	183
Haryana (Faridabad)	212	0	0	12	0	0	12	200
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	284	0	0	22	0	0	22	262
Kerala & Lakshadweep (Thiruvananthapuram)	267	4	0	0	0	6	10	257
Madhya Pradesh & Chattisgarh (Bhopal)	187	1	0	0	0	0	1	186
Maharashtra (Excluding Mumbai) (Pune)	344	12	0	0	0	1	13	331
Mumbai I (Bandra)	145	0	0	0	0	0	0	145
Mumbai II (Thane)	109	0	0	23	0	0	23	86
North-Eastern Region (Guwahati)	314	0	0	0	0	0	0	314
Odisha (Bhubaneswar)	824	0	0	0	0	0	0	824
Punjab & Himachal Pradesh (Chandigarh)	101	0	0	0	3	0	3	98
Rajasthan (Jaipur)	3	0	0	0	0	0	0	3
Tamil Nadu (Excluding Chennai) (Coimbatore)	285	0	0	0	0	0	0	285
Telangana (Hyderabad)	69	0	0	0	0	0	0	69
Uttar Pradesh (Kanpur)	130	6	0	11	0	0	17	113
West Bengal, A&N Islands & Sikkim (Kolkata)	1,740	0	0	0	0	0	0	1,740
All India	5,778	36	7	121	3	7	174	5,604

Appendix-4(xvi)

CCases before the Police Authorities under Section 406/409 of IPC (Unexempted) as on 31.03.2023				
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)	145	15	4	126
Bihar & Jharkhand (Patna)	29	0	0	29
Chennai & Puducherry (Chennai)	1,379	243	33	1,103
Delhi & Uttarkhand (Delhi)	10	0	0	10
Gujarat (Ahmedabad)	18	0	0	18
Haryana (Faridabad)	10	0	0	10
Jammu, Kashmir & Ladakh (DL & UK)	0	0	0	0
Karnataka (Other Than Bengaluru) & Goa (Hubli)	169	0	0	169
Kerala & Lakshadweep (Thiruvananthapuram)	299	1	0	298
Madhya Pradesh & Chattisgarh (Bhopal)	1	0	0	1
Maharashtra (Excluding Mumbai) (Pune)	96	0	0	96
Mumbai I (Bandra)	135	0	0	135
Mumbai II (Thane)	44	0	0	44
North-Eastern Region (Guwahati)	4	0	0	4
Odisha (Bhubaneswar)	18	0	0	18
Punjab & Himachal Pradesh (Chandigarh)	47	0	0	47
Rajasthan (Jaipur)	13	0	0	13
Tamil Nadu (Excluding Chennai) (Coimbatore)	5	3	0	2
Telangana (Hyderabad)	33	0	0	33
Uttar Pradesh (Kanpur)	11	0	0	11
West Bengal, A&N Islands & Sikkim (Kolkata)	1,030	0	0	1,030
All India	3,496	262	37	3,197

Appendix-4(xvii)

Cases before various Courts under Section 406/409 of IPC (Unexempted) as on 31.03.2023						
Zone	Workload	Cases disposed during the year				Total pendency in Courts
		Convicted	Acquitted	Dismissed / Discharged	Total Cases Decided	
Andhra Pradesh (Vijaywada)	0	0	0	0	0	0
Bengaluru (Bengaluru)	11	0	0	0	0	11
Bihar & Jharkhand (Patna)	45	0	0	8	8	37
Chennai & Puducherry (Chennai)	33	0	0	0	0	33
Delhi & Uttarkhand (Delhi)	1	0	0	0	0	1
Gujarat (Ahmedabad)	163	0	1	1	2	161
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)	49	0	0	1	1	48
Kerala & Lakshadweep (Thiruvananthapuram)	66	3	0	0	3	63
Madhya Pradesh & Chattisgarh (Bhopal)	0	0	0	0	0	0
Maharashtra (Excluding Mumbai) (Pune)	34	0	1	0	1	33
Mumbai I (Bandra)	0	0	0	0	0	0
Mumbai II (Thane)	33	0	0	0	0	33
North-Eastern Region (Guwahati)	0	0	0	0	0	0
Odisha (Bhubaneswar)	0	0	0	0	0	0
Punjab & Himachal Pradesh (Chandigarh)	6	1	0	0	1	5
Rajasthan (Jaipur)	40	0	0	0	0	40
Tamil Nadu (Excluding Chennai) (Coimbatore)	2	0	0	0	0	2
Telangana (Hyderabad)	10	0	0	0	0	10
Uttar Pradesh (Kanpur)	0	0	0	0	0	0
West Bengal, A&N Islands & Sikkim (Kolkata)	11	0	0	0	0	11
All India	504	4	2	10	16	488

Appendix-4(xviii)

Total Arrears in Exempted Sector as on 31.03.2023 (Rs. in cr.)			
Zone	Workload	Realised during the year	Closing Balance
Andhra Pradesh (Vijaywada)	10.10	0.00	10.10
Bengaluru (Bengaluru)	81.83	4.33	77.50
Bihar & Jharkhand (Patna)	144.78	3.21	141.57
Chennai & Puducherry (Chennai)	19.55	0.00	19.55
Delhi & Uttarkhand (Delhi)	247.41	2.93	244.48
Gujarat (Ahmedabad)	23.82	2.86	20.95
Haryana (Faridabad)	18.30	1.00	17.30
Jammu, Kashmir & Ladakh (DL & UK)	0.00	0.00	0.00
Karnataka (Other Than Bengaluru) & Goa (Hubli)	10.62	10.28	0.34
Kerala & Lakshadweep (Thiruvananthapuram)	11.16	3.97	7.19
Madhya Pradesh & Chattisgarh (Bhopal)	17.59	0.07	17.52
Maharashtra (Excluding Mumbai) (Pune)	24.29	2.94	21.35
Mumbai I (Bandra)	14.10	0.34	13.77
Mumbai II (Thane)	282.95	263.37	19.59
North-Eastern Region (Guwahati)	10.41	0.03	10.38
Odisha (Bhubaneswar)	13.84	0.11	13.73
Punjab & Himachal Pradesh (Chandigarh)	1.94	0.00	1.94
Rajasthan (Jaipur)	128.37	1.49	126.88
Tamil Nadu (Excluding Chennai) (Coimbatore)	1.10	0.00	1.10
Telangana (Hyderabad)	715.48	346.97	368.50
Uttar Pradesh (Kanpur)	23.60	1.60	22.00
West Bengal, A&N Islands & Sikkim (Kolkata)	157.24	12.09	145.14
All India	1,958.47	657.60	1,300.88

Appendix-4(xix)

States with major portion of arrears in Exempted Sectors as on 31.03.2023 (Rs. in cr.)				
State	Workload	Realised during the year	Closing Balance	Percentage of Total
Telangana	715.48	346.97	368.50	28.33
Delhi	213.74	0.26	213.48	16.41
West Bengal & Sikkim	157.24	12.09	145.14	11.16
Jharkhand	138.88	3.21	135.66	10.43
Rajasthan	128.37	1.49	126.88	9.75
Sub-Total	1353.69	364.02	989.67	76.08
Rest of the States	604.78	293.57	311.21	23.92
All India (Total Arrears)	1958.47	657.60	1300.88	100.00

Appendix-5(i)

Contribution and Payment of all three Schemes* (2022-23) (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)	3,421.80	2,705.94	1,295.87	743.04	74.83	84.88	4,792.50	3,533.86
TELANGANA (HYDERABAD)	13,954.11	6,273.88	3,261.33	1,031.24	167.06	108.80	17,382.50	7,413.92
BENGALURU	46,371.79	18,934.81	6,453.55	1,199.27	322.29	104.63	53,147.63	20,238.71
KARNATAKA & GOA (HUBLI)	3,785.87	2,831.26	1,457.79	958.23	81.95	90.72	5,325.61	3,880.21
BIHAR & JHARKHAND (PATNA)	6,302.81	2,539.23	1,816.31	813.07	107.93	56.41	8,227.05	3,408.71
CHENNAI & PUDUCHERRY (CHENNAI)	13,997.37	7,082.81	3,901.78	1,021.68	183.25	83.38	18,082.40	8,187.87
TAMIL NADU (COIMBATORE)	4,353.70	3,686.68	1,944.90	1,288.76	108.46	82.78	6,407.06	5,058.22
DELHI & UTTARAKHAND (DELHI)	16,169.53	9,616.71	4,492.27	1,275.31	245.84	133.14	20,907.64	11,025.16
GUJARAT (AHMEDABAD)	10,248.09	7,190.42	3,456.69	1,584.03	200.20	154.83	13,904.98	8,929.28
HARYANA (FARIDABAD)	10,742.40	5,306.72	3,150.84	869.66	174.09	81.07	14,067.33	6,257.45
KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	3,542.03	3,203.21	1,294.76	1,126.75	68.47	40.13	4,905.26	4,370.09
MP & CHH (BHOPAL)	4,097.84	3,207.68	1,630.19	886.53	95.01	90.26	5,823.04	4,184.47
MUMBAI-1 (BANDRA)	19,503.64	7,544.20	4,708.31	770.48	196.52	117.29	24,408.47	8,431.97
MUMBAI-2 (THANE)	13,170.64	6,791.42	3,948.22	1,203.86	213.08	93.55	17,331.94	8,088.83
MAHARASHTRA (PUNE)	16,967.73	7,837.95	4,256.95	2,090.16	251.51	172.39	21,476.19	10,100.50
NER (GUWAHATI)	1,016.08	958.62	415.42	251.40	24.26	29.57	1,455.76	1,239.59
ODISHA (BHUBANESHWAR)	2,073.54	1,622.43	845.21	522.88	47.99	47.99	2,966.74	2,193.30
PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	4,277.90	3,322.36	1,561.69	828.65	94.67	69.03	5,934.26	4,220.04
RAJASTHAN (JAIPUR)	3,220.10	2,338.15	1,243.19	554.30	69.76	48.16	4,533.05	2,940.61
UTTAR PRADESH (KANPUR)	9,240.15	6,057.64	2,614.10	1,469.28	154.50	145.35	12,008.75	7,672.27
WB, A&N ISLANDS & SIKKIM (KOLKATA)	5,427.70	4,712.61	2,293.79	1,607.24	139.68	295.84	7,861.17	6,615.69
JAMMU & KASHMIR (DL & UK)	432.20	731.69	127.67	16.99	9.50	3.73	569.37	752.41
TOTAL	2,12,317.01	1,14,496.44	56,170.84	22,112.82	3,030.85	2,133.91	2,71,518.70	1,38,743.17

* Unaudited

Appendix – 5(ii)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EPF (EMPLOYEES' PROVIDENT FUND) A/C 05 - HOLDING AS ON 31.03.2023 (Rs. in crores)														
Category / Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	0.00	1,683.78	89,341.20	45,925.66	26,210.00	71,014.39	7,393.63	4,701.42	0.00	919.72	0.00	0.00	0.00	2,47,189.81
PSU	14,629.40	3,112.30	24,430.06	48,193.00	65,864.40	30,240.21	26,041.45	7,507.57	5,688.91	20.33	0.00	0.00	0.00	2,25,727.62
PVT	0.14	0.00	210.36	9,560.00	29,001.13	12,967.10	13,905.90	8,271.20	435.81	782.00	0.00	0.00	0.00	75,133.64
SDL	0.00	2,375.84	84,085.51	1,61,453.16	1,27,621.61	1,50,104.21	22,625.13	10,524.90	5,056.47	274.73	0.00	0.00	0.00	5,64,121.56
SDS	0.00	0.00	0.00	0.00	0.00	1,002.14	52,916.11	0.00	0.00	0.00	0.00	0.00	0.00	53,918.25
STG	0.73	0.00	0.00	2,950.00	0.67	1,116.00	4,458.86	1,585.75	4,170.69	5.46	0.01	0.00	0.00	14,288.16
Grand Total	14,630.27	7,171.92	1,98,067.14	2,68,081.82	2,48,697.80	2,66,444.05	1,27,341.08	32,590.85	15,351.87	2,002.24	0.01	0.00	0.00	11,80,379.04

Appendix – 5(iii)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EPS (EMPLOYEES' PENSION FUND) A/C 11 - HOLDING AS ON 31.03.2023 (Rs. in crores)														
Category / Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	0.00	948.30	40,819.03	28,041.13	15,019.49	32,193.48	2,758.26	2,903.52	0.00	1,681.62	0.00	0.00	0.00	1,24,364.82
PSU	3,700.20	509.70	10,690.44	24,177.50	30,149.30	13,924.84	12,058.05	3,064.31	1,421.87	5.00	0.00	0.00	0.00	99,701.20
PVT	0.00	0.00	63.32	4,865.00	10,934.50	6,812.90	6,251.04	3,685.00	54.30	218.00	0.00	0.00	0.00	32,884.06
SDL	0.00	1,241.89	41,282.68	63,777.90	48,086.50	62,536.86	13,914.49	4,010.34	3,051.75	182.78	0.00	0.00	0.00	2,38,085.19
SDS	0.00	0.00	0.00	0.00	0.00	0.00	1,400.52	0.00	0.00	0.00	0.00	0.00	0.00	1,400.52
STG	0.00	0.00	0.00	1,500.00	0.00	1,222.50	1,806.20	380.70	0.00	0.00	0.00	0.00	0.00	4,909.40
Grand Total	3,700.20	2,699.88	92,855.47	1,22,361.54	1,04,189.79	1,16,690.57	38,188.56	14,043.87	4,527.91	2,087.40	0.00	0.00	0.00	5,01,345.19

Appendix – 5(iv)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - EDLI (EMPLOYEES' DEPOSIT LINKED INSURANCE FUND) A/C 25 - HOLDING AS ON 31.03.2023 (Rs. in crores)														
Category / Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	0.00	38.22	948.65	937.55	465.92	1,736.59	175.82	121.05	0.00	61.89	0.00	0.00	0.00	4,485.70
PSU	110.00	0.00	660.00	1,371.00	1,561.60	890.01	641.20	187.60	138.56	0.00	0.00	0.00	0.00	5,559.96
PVT	0.00	0.00	3.31	0.00	385.00	318.00	294.48	157.10	2.70	0.00	0.00	0.00	0.00	1,160.59
SDL	0.00	0.00	2,118.37	3,485.06	2,289.74	3,162.24	849.60	244.62	201.50	12.19	0.00	0.00	0.00	12,363.32
SDS	0.00	0.00	0.00	0.00	0.00	0.00	2.50	0.00	0.00	0.00	0.00	0.00	0.00	2.50
STG	0.00	0.00	0.00	25.00	0.00	85.00	120.50	0.00	0.00	0.00	0.00	0.00	0.00	230.50
Grand Total	110.00	38.22	3,730.33	5,818.61	4,702.26	6,191.85	2,084.11	710.36	342.75	74.08	0.00	0.00	0.00	23,802.57

Appendix – 5(v)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - SPF (STAFF PROVIDENT FUND) A/C 08 - HOLDING AS ON 31.03.2023 (Rs. in crores)														
Category / Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	0.00	11.37	82.09	56.58	77.34	174.85	15.67	44.04	0.00	8.34	0.00	0.00	0.00	470.28
PSU	0.00	0.00	14.38	197.70	117.20	67.40	66.09	22.28	9.70	0.00	0.00	0.00	0.00	494.75
PVT	0.00	0.00	0.00	0.00	26.20	27.00	23.97	21.00	0.45	0.00	0.00	0.00	0.00	98.62
SDL	0.00	0.00	130.50	310.39	196.99	309.82	66.78	18.45	22.68	1.82	0.00	0.00	0.00	1,057.42
SDS	0.00	0.00	0.00	0.00	0.00	0.00	83.33	0.00	0.00	0.00	0.00	0.00	0.00	83.33
STG	0.00	0.00	0.00	0.00	0.00	3.50	12.50	0.00	0.00	0.00	0.00	0.00	0.00	16.00
Grand Total	0.00	11.37	226.97	564.67	417.73	582.56	268.34	105.77	32.83	10.16	0.00	0.00	0.00	2,220.40

Appendix – 5(vi)

CATEGORY AND COUPON WISE INVESTMENT AT FACE VALUE (Debt) - PNG (STAFF PENSION & GRATUITY) A/C 09 - HOLDING AS ON 31.03.2023(in crores)														
Category / Coupon	LESS THAN 6	6 - 6.5	6.5-7	7- 7.5	7.5-8	8-8.5	8.5-9.0	9-9.5	9.5-10	10 to 11	11 to 12	12 to 13	13 to 14	Grand Total
CTG	0.00	20.51	937.58	681.02	262.84	367.82	33.89	29.35	0.00	15.88	0.00	0.00	0.00	2,348.87
PSU	110.00	0.00	215.83	1,508.20	1,227.40	438.40	287.07	37.94	29.20	0.00	0.00	0.00	0.00	3,854.03
PVT	0.00	0.00	0.00	0.00	302.00	282.00	139.60	55.30	1.44	0.00	0.00	0.00	0.00	780.34
SDL	0.00	0.00	1,442.50	2,573.18	1,932.03	2,049.34	564.27	27.35	28.58	3.89	0.00	0.00	0.00	8,621.14
SDS	0.00	0.00	0.00	0.00	0.00	0.00	91.79	0.00	0.00	0.00	0.00	0.00	0.00	91.79
STG	0.00	0.00	0.00	25.00	0.00	12.50	20.40	0.00	0.00	0.00	0.00	0.00	0.00	57.90
Grand Total	110.00	20.51	2,595.91	4,787.39	3,724.27	3,150.06	1,137.02	149.93	59.22	19.77	0.00	0.00	0.00	15,754.08

Appendix – 5(vii)

Rate of Interest on EPF balances 1952 onwards			
Year	Rate of Interest	Year	Rate of Interest
1953-54	3%	1988-89	11.80%
1954-55	3%	1989-90	12%
1955-56	3.50%	1990-91	12%
1956-57	3.50%	1991-92	12%
1957-58	3.75%	1992-93	12%
1958-59	3.75%	1993-94	12%
1959-60	3.75%	1994-95	12%
1960-61	3.75%	1995-96	12%
1961-62	3.75%	1996-97	12%
1962-63	3.75%	1997-98	12%
1963-64	4%	1998-99	12%
1964-65	4.25%	1999-00	12%
1965-66	4.50%	2000-01	12%(April,2000 to June,2000) 11% (July, 2000 onwards)
1966-67	4.75%	2001-02	9.50%
1967-68	5%	2002-03	9.50%
1968-69	5.25%	2003-04	9.50% @
1969-70	5.50%	2004-05	9.5%
1970-71	5.70%	2005-06	8.50%
1971-72	5.80%	2006-07	8.50%
1972-73	6%	2007-08	8.50%
1973-74	6%	2008-09	8.50%
1974-75	6.50%	2009-10	8.50%
1975-76	7%	2010-11	9.50%
1976-77	7.50%	2011-12	8.25%
1977-78	8%	2012-13	8.50%
1978-79	8.25%+0.5%bonus*	2013-14	8.75%
1979-80	8.25%	2014-15	8.75%
1980-81	8.25%	2015-16	8.80%
1981-82	8.50%	2016-17	8.65%
1982-83	8.75%	2017-18	8.55%
1983-84	9.15%	2018-19	8.65%
1984-85	9.90%	2019-20	8.50%
1985-86	10.15%	2020-21	8.50%
1986-87	11%	2021-22	8.10%
1987-88	11.50%	2022-23	8.15%
*Who did not withdraw any amount from their PF during 1976-1977 & 1977-1978			
(@ 9% Interest plus 0.5% Golden Jubilee bonus interest).			

Appendix – 5(viii)

Productivity Linked Bonus 2021-22 (Unaudited) *		
Sl. No.	Zone	PLB
1	ANDHRA PRADESH (VIJAYWADA)	76,66,331.00
2	TELANGANA (HYDERABAD)	1,11,49,130.00
3	BENGALURU	1,11,86,031.00
4	KARNATAKA & GOA (HUBLI)	65,35,388.00
5	BIHAR & JHARKHAND (PATNA)	62,74,560.00
6	CHENNAI & PUDUCHERRY (CHENNAI)	1,08,28,631.00
7	TAMIL NADU (COIMBATORE)	1,13,54,186.00
8	DELHI & UTTARAKHAND (DELHI)	1,29,55,092.00
9	GUJARAT (AHMEDABAD)	1,36,88,869.00
10	HARYANA (FARIDABAD)	82,37,089.00
11	KERALA & LAKSHADWEEP (THIRUVANANTHAPURAM)	71,12,909.00
12	MP & CHH (BHOPAL)	85,94,856.00
13	MUMBAI-1 (BANDRA)	72,95,337.00
14	MUMBAI-2 (THANE)	87,58,428.00
15	MAHARASHTRA (PUNE)	1,31,51,410.00
16	NER (GUWAHATI)	25,84,529.00
17	ODISHA (BHUBANESHWAR)	49,79,252.00
18	PUNJAB & HIMACHAL PRADESH (CHANDIGARH)	99,18,757.00
19	RAJASTHAN (JAIPUR)	64,93,939.00
20	UTTAR PRADESH (KANPUR)	1,20,86,772.00
21	WB, A&N ISLANDS & SIKKIM (KOLKATA)	1,29,90,231.00
22	JAMMU & KASHMIR (DL & UK)	4,69,744.00
23	HEAD OFFICE	31,10,908.00
24	PDUNASS	7,73,366.00
	TOTAL	19,81,95,745.00

* Productivity Linked Bonus for the year 2021-22 was paid during the year 2022-23. The terms and conditions governing payment of productivity Linked Bonus are as per the instructions issued by Ministry of Finance OM No. 7/24/2007/EIII (A) dated 04.10.2019 for payment of the bonus to the employees in Central Government departments from time to time. However, the quantum of bonus may be assessed as per the following formula, as given in the said office Memorandum:

$(\text{Average emoluments}) \times (\text{Number of days of bonus}) / 30.04$

RTI Annual Report for the Year 2022-2023

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	1614	8964	31291	3549	1478	36370
First Appeal	487	NA	4556	NA	144	4598

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)
142585	25477	0	0

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

No. of times various provisions where invoked while rejecting requests											Sections		
Section 8(I)													
A	B	C	D	E	F	G	H	I	J				
0	0	0	2	234	0	8	7	29	336	8	11	24	766

Appendix-7(i)

Post-wise Sanctioned/In-position strength of Group-"A" in EPFO as on 31.03.2023						
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	7
5	Addl. CPFC	37400- 67000	8900	13A	32	27
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	2
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	1
13	Deputy Director (Audit)	15600-39100	6600	11	17	1
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	5
17	RPFC-II	15600-39100	6600	11	299	284
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	1
21	Deputy Director (IS)	15600-39100	6600	11	60	32
22	APFC	15600-39100	5400	10	452	216
23	Assistant Director (IS)	15600-39100	5400	10	120	0
24	Assistant Director (VIG)	15600-39100	5400	10	40	15
25	Assistant Director (OL)	15600-39100	5400	10	57	0
26	Assistant Director (Audit)	15600-39100	5400	10	31	4
27	Assistant Executive Engineer (Civil)	15600-39100	5400	10	17	2
28	Assistant Executive Engineer (Elect.)	15600-39100	5400	10	3	0
Total					1467	763

* 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.

** 02 Posts of Director (IS) are currently being filled as CISO & CTO.

Appendix-7(ii)

Post-wise Sanctioned / In Position Strength of Group – 'B' in EPFO as on 31.03.2023						
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	75
2	Enforcement Officer/Accounts Officer	9300-34800	4800	8	3072	2038
3	Audit Officer (PFD)	9300-34800	4800	8	1	0
4	Programmer *	9300-34800	4800	8	210	5
5	Private Secretary	9300-34800	4800	8	205	128
6	Assistant Section Officer	9300-34800	4600	7	400	221
7	Section Supervisor	9300-34800	4600	7	2698	1746
8	Assistant Audit Officer	9300-34800	4600	7	38	4
9	Personal Assistant	9300-34800	4600	7	434	3
10	Data Processing Assistant	9300-34800	4600	7	0	235
11	Senior Hindi Translation Officer	9300-34800	4600	7	80	75
12	Auditor	9300-34800	4200	6	62	15
13	Junior Engineer (Civil)	9300-34800	4200	6	40	12
14	Junior Engineer (Electrical)	9300-34800	4200	6	2	0
15	Vigilance Assistant	9300-34800	4200	6	40	0
16	Library Information Assistant	9300-34800	4200	6	1	0
17	Junior Hindi Translation Officer	9300-34800	4200	6	120	22
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	0
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	4583

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

Appendix-7(iii)

Post-wise Sanctioned/ In Position Strength of Group – 'C' in EPFO as on 31.03.2023						
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	30
2	Stenographer	5200-20200	2400	4	187	2
3	Social Security Assistant (SSA)	5200-20200	2400	4	12503	8073
4	Senior Secretariat Assistant (Headquarters)	5200-20200	2400	4	16	5
5	Data Entry Operator	5200-20200	2400	4	0	94
6	Staff Car Driver (Grade-II)	5200-20200	2400	4	33	14
7	Lower Division Clerk	5200-20200	1900	2	568	375
8	Junior Secretariat Assistant (Headquarters)	5200-20200	1900	2	25	13
9	Electrician	5200-20200	1900	2	28	12
10	Gestetnor Operator (Sr.)	5200-20200	1900	2	3	0
11	Pump Operator	5200-20200	1900	2	14	2
12	Plumber	5200-20200	1900	2	20	8
13	Lift Operator	5200-20200	1900	2	18	5
14	Telex Operator	5200-20200	1900	2	2	0
15	Canteen Employees	5200-20200	1900	2	167	47
16	Staff Car Driver (Ordinary Grade)	5200-20200	1900	2	34	4
17	Multi Tasking Staff	5200-20200	1800	1	1256	842
Total					14913	9526

Appendix-7(iv)

Zone/Category wise Sanctioned/In Position Strength of Group `A' in EPFO as on 31.03.2023							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	34	23	0	2	7	2	0
Telangana	64	32	4	4	4	1	0
Bihar & Jharkhand	29	14	2	2	4	0	0
Delhi & Uttrakhand	83	44	14	3	5	1	0
Gujarat	73	44	3	5	12	0	0
Haryana	46	30	8	2	6	1	0
Karnataka State	90	50	5	3	10	1	0
Goa State	5	3	1	0	1	0	0
Kerala & Lakshadweep	30	19	3	0	5	0	0
Madhya Pradesh & Chhattisgarh	49	28	5	1	8	0	0
Mumbai-I, Bandra (MH)	45	17	3	2	6	0	0
Mumbai-II, Thane (MH)	50	28	11	5	3	0	0
Pune, (MH)	63	33	8	0	9	0	0
Guwahati,(NER)	19	14	1	7	1	1	0
Odisha	21	13	1	1	1	0	0
Punjab & Himachal Pradesh	57	30	11	1	2	0	0
Rajasthan	31	20	0	7	5	0	0
Tamil Nadu	111	62	10	3	19	0	0
Uttar Pradesh	58	37	4	0	9	5	0
Kolkata (West Bengal, A & N Island & Sikkim)	79	45	1	3	11	0	0
Head Office*	423	175	12	5	39	0	0
Jammu, Kashmir & Ladakh	7	2	0	0	0	0	0
Total	1467	763	107	56	167	12	0

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

Appendix-7(v)

Zone/Category wise Sanctioned/In Position Strength of Group 'B' in EPFO as on 31.03.2023							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	242	151	21	7	19	9	0
Telangana	355	225	34	22	33	10	0
Bihar & Jharkhand	192	142	16	7	33	5	0
Delhi & Uttarakhand	493	302	56	27	25	11	0
Gujarat	512	342	59	46	58	3	1
Haryana	358	197	34	11	106	11	0
Karnataka	656	325	57	25	65	9	2
Goa	37	16	3	1	0	0	0
Kerala & Lakshadweep	228	160	13	5	11	2	3
Madhya Pradesh & Chhattisgarh	326	188	29	44	26	1	0
Mumbai-I,Bandra (MH)	230	147	17	4	16	4	0
Mumbai-II,Thane (MH)	366	206	24	15	27	5	1
Pune (MH)	510	325	72	32	38	2	0
Guwahati (NER)	115	58	10	11	8	0	0
Odisha	163	113	16	7	22	2	0
Punjab & Himachal Pradesh	388	250	72	8	26	7	0
Rajasthan	217	126	21	8	22	5	0
Tamil Nadu	815	491	90	22	104	8	5
Uttar Pradesh	407	266	56	6	66	6	0
Kolkata (West Bengal, A & N Island, Sikkim)	411	279	61	19	25	1	1
Head Office*	643	256	49	24	44	0	0
Jammu, Kashmir & Ladakh	29	18	4	0	4	0	0
Total	7693	4583	814	351	778	101	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' in EPFO as on 31.03.2023							
Zones	Sanctioned	In position	In Position				
			SC	ST	OBC	PH	EXSR
Vijaywada (AP)	571	386	61	30	85	20	5
Telangana	711	558	96	39	187	28	13
Bihar &	192	142	16	7	33	5	0
Jharkhand	361	275	36	23	94	3	2
Delhi &	512	342	59	46	58	3	1
Uttrakhand	1037	623	107	40	169	20	30
Gujarat	1091	659	135	70	241	17	18
Haryana	733	403	87	7	106	11	24
Karnataka	1246	873	146	65	219	26	14
Goa	80	52	3	5	10	1	1
Kerala & Lakshadweep	495	316	36	7	52	11	8
Madhya Pradesh & Chhattisgarh	645	424	69	59	80	15	3
Mumbai-I,Bandra (MH)	563	385	74	29	90	6	2
Mumbai-II,Thane (MH)	774	448	51	41	162	9	11
Pune (MH)	1085	626	95	75	137	14	27
Guwahati (NER)	191	120	11	37	24	2	0
Odisha	333	250	38	48	19	7	8
Punjab & Himachal Pradesh	799	442	159	6	81	18	14
Rajasthan	448	338	64	82	66	3	6
Tamil Nadu	1785	1034	286	7	345	44	57
Uttar Pradesh	854	632	148	32	185	13	9
Kolkata (West Bengal, A & N Island & Sikkim)	877	598	158	12	160	13	5
Head Office*	104	68	30	7	1	1	0
Jammu, Kashmir & Ladakh	63	16	2	0	5	0	0
Total	14913	9526	1892	721	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 31.03.2023			
Sl. No	Zones/States	No. of Pensioners	No. of Family Pensioners
1.	Vijayawada (AP)	446	89
2.	Hyderabad (Telangana)	435	187
3.	Bihar & Jharkhand	267	127
4.	Delhi & Uttarakhand	451	127
5.	Gujarat	558	198
6.	Haryana	364	71
7.	Karnataka State	510	188
8.	Goa	379	97
9.	Kerala & Lakshadweep	897	173
10.	Madhya Pradesh & Chhattisgarh	388	159
11.	Mumbai-I, Bandra (MH)	688	239
12.	Mumbai-II, Thane (MH)	401	60
13.	Pune, MH (excluding Mumbai)	377	105
14.	Guwahati, (NER)	164	54
15.	Odisha	294	83
16.	Punjab & Himachal Pradesh	514	126
17.	Rajasthan	289	78
18.	Tamil Nadu)	1447	478
19.	Uttar Pradesh	735	254
20.	Kolkata (West Bengal, A & N Island, Sikkim)	1267	420
21.	Head Office, New Delhi	497	87
Total		11368	3400

Appendix-8 (i)

Sl. No.	Details of Training programmes/webinars/ Workshops/Non Training Interventions conducted by PDNASS and ZTIs/Sub-ZTI during 2022-23	No. of programmes conducted	No. of participants attended at PDNASS	No. of participants attended at ZTIs/ Sub-ZTI	Total no. of participants	Man Days
1	Officers from 1. EPFO 2. MoL&E 3. CLC 4. ESIC (Doctor from Hospital & Dispensaries)	1	361	0	361	722
2	Training on Data Analytics	1	98	0	98	196
3	8th Zonal Review Meeting	1	35	0	35	35
4	Workshop on Various Challenges being faced in the domain of pension	1	55	0	55	55
5	Workshop on Various Challenges being faced in the domain of pension (Progress Review) (Online)	2	110	0	110	110
6	Workshop on Various Challenges being faced in the domain of pension (Updated status on the timelines) (Online)	1	55	0	55	55
7	Workshop on Rationalisation of various work areas	1	80	0	80	160
8	Workshop on Rationalisation of various work areas (Online)	5	400	0	400	400
9	ChintanShivir(Online)	5	210	0	210	210
10	Training on Best practices in running of an Exempted trust: Scrutiny of balance sheet and Investment patterns	1	39	190	229	438
11	Training on Prevention and early detection of frauds	1	31	153	184	368
12	Training on Reservation provision & Role of Liaison Officer	1	27	123	150	300
13	Training on Double entry system and automated balance sheets(Online)	3	173	1073	1246	2492
14	Training on Customer Service Skills	1	27	138	165	495
15	Training on Retirement planning(Online)	1	50	250	300	600

Sl. No.	Details of Training programmes/webinars/ Workshops/Non Training Interventions conducted by PDNASS and ZTIs/Sub-ZTI during 2022-23	No. of programmes conducted	No. of participants attended at PDNASS	No. of participants attended at ZTIs/ Sub-ZTI	Total no. of participants	Man Days
16	Training on Time management for increased efficiency(Online)	1	50	384	434	864
17	Training on Understanding frauds in EPFO through case studies and patterns	1	31	164	195	390
18	Online Training on Programme on International Worker	3	184	1155	1339	1803
19	Communication in the times of social media(Online)	2	87	673	760	1929
20	Training on Basic tenets of administrative vigilance	1	31	170	201	603
21	Outreach programmes for the employers of the newly covered establishments(Online)	4	2867	176	3043	3043
22	Training on EPF Act & Schemes	1	27	171	198	990
23	Social Security Code: Main features and its comparative analysis with the existing laws(Online)	1	70	458	528	1056
24	Training on Conduct rules and their implications : Do's & Don'ts (Physical)	1	29	146	175	350
25	Information & Communication Technology : Basic computer & digital skills(online)	2	147	782	929	1858
26	Workshop for the employers of the exempted establishments(Physical)	1	94	0	94	94
27	Communicating for advocacy	1	34	296	330	990
28	Online Training on International Workers: Social security Agreement and provisions regarding international workers.	1	40	371	411	822
29	General concepts of Vigilance Administration	1	44	317	361	1083
30	Developing hobbies as a de-stress strategy	1	40	336	376	752
31	Good practices in International Social Security Systems and how to leverage them	2	153	741	894	4470

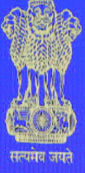
Sl. No.	Details of Training programmes/webinars/ Workshops/Non Training Interventions conducted by PDNASS and ZTIs/Sub-ZTI during 2022-23	No. of programmes conducted	No. of participants attended at PDNASS	No. of participants attended at ZTIs/ Sub-ZTI	Total no. of participants	Man Days
32	Data analytics I	1	100	332	432	2160
33	Concurrent Audit: Role and utility of concurrent audit	1	31	197	228	684
34	Cadre building and management: Recruitment rules and DPC etc	1	30	173	203	406
35	Transforming from Inspector to facilitator	1	42	328	370	1110
36	Income Tax Act, TDS, and GST related provision and its interface with EPFO. (Case laws on RTI Act)	1	48	477	525	1050
37	Best practices on Service Quality, ISSA guideline	1	53	279	332	1660
38	Understanding Pension Systems across the Globe	1	25	354	379	1895
39	Training of AD & DD of Vigilance section	1	25	0	25	50
40	Moving from rule to role based administration	2	60	685	745	3359
41	Replacement and succession planning	1	34	308	342	684
42	Understanding Compliance Management	1	33	69	102	510
43	Stress management and work life balance	1	100	435	535	1070
44	Online Training on Act & Scheme	1	87	470	557	2785
45	Quasi-judicial proceedings: Conducting 7A & 14B cases, procedural laws, CrPC, CPC.	1	22	61	83	415
46	Cyber Security	1	41	389	430	860
47	Data analytics II, interpreting and improving dashboards: Making the reports more meaningful, Data Visualization, Reporting & Publishing Tools	1	70	472	542	2710
48	Overview of major Social Protection Systems	1	87	480	567	2835

Sl. No.	Details of Training programmes/webinars/ Workshops/Non Training Interventions conducted by PDNASS and ZTIs/Sub-ZTI during 2022-23	No. of programmes conducted	No. of participants attended at PDNASS	No. of participants attended at ZTIs/ Sub-ZTI	Total no. of participants	Man Days
49	Implementing NPS and RTI	1	83	107	190	380
50	Gathering intelligence to increase coverage and detect evasion: Data sourcing from outside agencies, Data Analyzing to understand extent of evasion, Case studies in extending coverage, global best practices	1	80	448	528	1584
51	Monitoring of Exempted establishments	1	40	344	384	1920
52	"Commercial Laws: Relevant Provisions of the Insolvency & Bankruptcy Code, Companies Act, Income Tax Act, GST Act, Information Technology Act	1	45	163	208	416
53	Handling Public grievances	1	67	371	438	876
54	File Management and E-office	1	25	289	314	628
55	Actuarial Training	1	30	0	30	120
56	Workshop on Design Change	1	30	0	30	46
57	HR Management: Preparation of RR/Cadre management, Time on Task study/Adjudication/ Dealing with legal issues in HR Matters & HR matter	1	0	65	65	325
58	Processing of Pension & EDLI Claims	1	0	116	116	348
59	Labour Laws	1	0	198	198	594
60	Common Inspection scheme	1	0	30	30	60
61	CDAC Training	1	18	0	18	252
62	IIT & NIFM	1	10	0	10	1079
63	12th Zonal review Meeting	1	100	0	100	200
GRAND TOTAL		83	7095	15907	23002	60804

Appendix-8 (ii)

Detail of the Training Programme conducted by ZTIs & Sub ZTI during 2022-23				
	ZTIs/Sub ZTI	Number of Programmes	Number of Officials/ Officer Trained	Man Days
Part-A	NORTH ZONE	55	3699	10354
	EAST ZONE	52	4697	19897
	WEST ZONE	56	3301	9829
	SOUTH ZONE	54	4144	12695
	SUB ZTI SHILLONG	15	66	184
		232	15907	52959

Detail of the Training Programme conducted by PDNASS & ZTIs/Sub ZTI during the last three year			
	Last three years	Number of Programmes	Number of Officials/ Officer Trained
Part-B	2020-2021	14	3371
	2021-2022	8	1719
	2022-2023	315	23002



कर्मचारी भविष्य निधि संगठन

श्रम एवं रोजगार मंत्रालय, भारत सरकार

75
आज़ादी का
अमृत महोत्सव

चिंतन शिविर

ईपीएफओ @ अमृत काल - बेहतर कल

08 सितंबर 2022, ताज विवांता, जयपुर, हरियाणा

प्रसंग

मिशन 10 करोड़ - बढ़ता ईपीएफओ दायरा

सुगम अनुपालन - सुविधा विस्तार

ईपीएफ कर्मयोगी - सक्षम संस्थान

संतुष्ट सदस्य - निरंतर विकास

तैयारी भविष्य की - पेंशन प्रणाली



Chintan Shivir



Foundation Day, EPFO



Inauguration of Regional Office, Alwar

NOTES



सत्यमेव जयते

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