

2-day Zonal Review Meeting of EPFO begins in Delhi

Secretary Labour & Employment emphasizes upon the need for EPFO to meet the needs of its stakeholders

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16th Zonal Review Meeting of EPFO was inaugurated by Ms. Sumita Dawra Secretary (Ministry of Labour & Employment) in the presence of Ms. Neelam Shami Rao, Central Provident Fund Commissioner (CPFC), Shri. Alok Mishra, Joint Secretary (Ministry of Labor and Employment) and senior officers of EPFO on 30th April 2024.

The purpose of this meeting was to reflect on the progress during last one year, identify areas of success, discussion for improvement and identify the Key performance indicators along with the targets for the current year 2024-25. Zones shared their best experiences which other Zones were encouraged to emulate.



Ms Sumita Dawra, Secretary (Ministry of Labour & Employment) emphasized about the opportunity and responsibility for EPFO being one of the largest social security organization in managing the social security needs of millions of its members. She further stressed upon the Key Performance Indicators for EPFO this year which includes expansion of Social Security, faster Settlement of Claims, reduction in claim rejection, revamped IT systems, pension and ease of doing business for employers.

She further emphasized that from processing claims to expanding the digital services, every aspect of operations to be optimized to ensure that EPFO is meeting the needs of its stakeholders effectively and efficiently. She lauded the efforts made by EPFO in the field of Auto settlement of advance claims.

She also highlighted the need and the efforts taken by EPFO regarding Centralised IT enabled Data base system in EPFO, Universal Account Number. based single Account for members, Automation of process flow to ease the claim settlement process, Eligibility check at start of the claims for better service delivery and Rejection remarks to be accurate and simplified for better understanding of Members.

She further lauded EPFO for bringing down the average grievance disposal days substantially and processing nearly all the claims within the stipulated time frame. Secretary, MoL&E congratulated team EPFO on the good work done in last one year and wished that the same may be continued in the future.

Ms. Neelam Shami Rao, Central Provident Fund Commissioner (EPFO) stressed upon the short term and long term goals of the organization, to look what has been achieved and what are the shortfalls in the last financial year and further to formalize the concern of return rejection ratio. She congratulated everyone on the good work carried out in the last financial year.

Shri. Alok Mishra, Joint Secretary (Ministry of Labor and Employment) said that EPFO has a vital link in the core of social security system of our country and emphasized greater role of PDUNASS as the epicenter of research and study.

MJPS

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