



Union Minister Dr. Mansukh Mandaviya Reviews Functioning of EPFO Field Offices for Enhanced Services

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Dr. Mansukh Mandaviya, Union Minister for Labour & Employment and Youth Affairs & Sports, conducted a virtual review meeting to evaluate the performance of EPFO's Regional Offices. The meeting was attended by Smt. Sumita Dawra, Secretary (Labour & Employment), Sh. Ramesh Krishnamurthi, Central PF Commissioner, senior officers from the Ministry of Labour & Employment and officers from 21 Zonal and 140 Regional Offices of EPFO.

Chaired a review meeting with regional & zonal offices of @socialepfo via video conferencing. Directed them to further streamline claim settlement process, ensure timely grievance redressal, and adopt a public-friendly approach.

Guided by PM Shri @narendramodi Ji's vision of... pic.twitter.com/QFA4iJtcZv

— Dr Mansukh Mandaviya (@mansukhmandviya) January 24, 2025

The review focused on enhancing claim settlement efficiency, reducing claim rejections, activating Universal Account Numbers (UAN), and implementing the Pension on Higher Wages (PoHW) Scheme.

Secretary (Labour & Employment) briefed the Minister about the recent initiatives undertaken by EPFO to improve service delivery viz. simplification of the joint declaration process, eliminating the requirement for employer for PF account transfers, removal of uploading cheque leaf for claim settlement etc.

A detailed presentation was made by Sh. Ramesh Krishnamurthi, the CPFC, highlighting the performance of EPFO's Zonal Offices. Officer-in-charge of Zonal Offices shared their experiences and plan of action for enhanced service delivery with the Union Minister.

Dr. Mandaviya emphasized that Pension on Higher Wages (PoHW) and grievance redressal are priority areas. Officials were instructed to expedite disposal of PoHW cases by strictly adhering to clarifications issued by EPFO recently.

Union Minister also underscored the necessity of completing preparatory work for the Employment-Linked Incentive (ELI) Scheme to ensure its successful implementation. He directed officers to take all necessary steps so as that UAN activation is completed for maximum number of new members.

Union Minister stressed that the zones and regional offices lagging in performance must focus on improving service delivery and highlighted the need for effective implementation, accountability and good governance. He directed the senior officials of EPFO to visit field offices for review of work, preparing plan for improvement of services, etc. This will enhance work culture of EPFO.

He encouraged EPFO to elevate its service quality and efficiency, thereby enhancing ease of living and transparency for members. He urged officers to administer services with integrity & empathy for the members.

The next review meeting of EPFO Field Offices is scheduled for February 2025, where progress will be further assessed.

Himanshu Pathak

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