



EMPLOYEES' PROVIDENT FUND OFFICERS' ASSOCIATION
EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA
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(Regn. No. 33/2015)

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Commissioner

December 13th, 2024

To,

**Shri Ramesh Krishnamurthy, IRS,
Central P.F. Commissioner,
Employees' Provident Fund Organisation,
NEW DELHI 110023**

**Subject: Break down of communication channel propriety
between Ministry & EPFO - uncalled for behaviour by
ministry officer with EPFO field functionaries - regarding**

Sir,

It is a matter of great pride for EPF officer community that Government of India recognises the potential of our organisation and considers EPFO an engine for employment generation & formalisation in the nation. The Employment Linked Incentive Schemes (ELIS) are only the latest in a series of such nation-wide employment enhancement initiatives handled by EPFO, starting from the PMRPY & the subsequent ABRY schemes. Even PMSYM scheme was launched through the efforts of field machinery of EPFO by the Government. Our past record bears witness that EPFO officers and staff have not been found wanting when it comes to implementation of Govt. policy intentions, even though these schemes are not always part of the EPF Act mandate and divert our already stretched resources to the extreme.

2. However, it must be borne in mind that EPFO is a statutory organisation under the administrative control of the CBT, EPF and not a Govt. department. Off late, it is noted with the deep concern

that this important distinction is being overlooked more and more. The Ministry of Labour & Employment is our administrative ministry and the reporting by EPFO to the ministry is through the office of the CPFC. But now ministry officers of even the level of Joint Secretary have started direct face-to-face reviewing of regional & zonal officers of EPFO. Sir, on 12.12.2024, a Ministry official of the rank of JS not only held a VC with all OIC of ROs & ACC (Zones), but also unnecessarily misbehaved with many officers.

3. The tone & tenor of the said officer was threatening and intimidating. He was almost shouting and was completely unwilling to listen to any officer. He seemed totally unaware of any of the problem issues and refused to understand them. Furthermore, he verbally directed all EPFO field offices to send all officers of Group A, B & C cadres into the field for UAN activation work, without even considering as to how the concerned office shall function. It seems he was treating EPFO, a nation-wide financial organisation, as a small district collectorate. Are we to stop all other official work such as claim settlement, grievance handling, member handling, PQ, Court issues, etc. for the day? Of course, being nowhere involved in EPFO reporting line, the Ministry official would be least bothered by delay in any other important work area or its consequences. And as there is no official written communication of his verbal directions, the consequences of delay in any other urgent work would have to be faced by concerned field office only.

4. Sir, during COVID-19 pandemic, the Govt. declared EPFO functioning as "Essential Services" and our field offices were open right through the lockdowns & pandemic period. Despite, many unfortunate deaths and severe infections amongst EPFO cadre, we ensured that member claims are settled and public receives its money when they needed it the most. Even the Parliamentary Standing Committee on Labour appreciated the work done by EPFO during this critical phase. This fact is submitted here just to emphasise the point that we have never refused or shirked from any important official task or duty, but are today totally taken aback by the unjust behaviour displayed in yesterday's VC. When an officer was called upon to explain his low performance, he tried to explain that same is due to members' being spread out throughout the country and some time was needed to contact all of them, the reviewing officer berated him and said he didn't want to hear any excuses. Another officer requested that exited members should not be taken into pending workload, but again the reviewing officer was unwilling to listen or understand this issue.

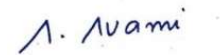
5. Some ministry officers have no idea of the work that we are doing and so have no hesitation to give directions to drop it all for a new task at hand. And to avoid this absurdness there is a proper channel of communication between the Ministry and EPFO through EPFO Head Office.

6. There is no denying that ELIS is extremely important activity and its success is crucial for EPFO, but this is not the way to ensure it. This type of behaviour only creates disgruntled workforce with low productivity and efficiency.

7. As the head of our organisation we turn to you with sincere request that the sanctity of the communication channel between ministry & EPFO must be maintained and all verbal directions from ministry or Head Office must be followed by written instructions.

Thanking you.

Yours sincerely,



[Saurabh Swami]
Secretary-General

Copy to:

Secretary (L&E)/ Co-Vice-Chairman, CBT, EPF ---- for kind information