



EMPLOYEES' PROVIDENT FUND OFFICERS' ASSOCIATION
EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA
Regional Office, Sham Nagar, Near General Bus Stand, Ludhiana – 141001 (Punjab)

(Regn. No. 33/2015)

Phone: 0161-2440559, 9655565892

Fax: 0161-2402206

WhatsApp: EPF Officers' Association (9655565892)

PAN: AAAAE7689J

Email: epfoa@gmail.com

Web: www.epfoa.in

Facebook: Epfoa India

Twitter: @epfoaindia

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Regional PF Commissioner-I

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Dated :18.08.2025

To,

**Shri Ramesh Krishnamurthy, IRS,
Central P.F. Commissioner,
EPFO Head Office,
NEW DELHI 110023.**

**Subject: Request for urgent action on important
organizational & HR related issues –
regarding**

Sir,

The EPF Officers' Association (EPFOA) respectfully seeks to place before you two critical matters for your kind consideration: the first concerning core operational efficiency and day-to-day functioning of EPFO field offices, and the second having a significant bearing on the career progression and service conditions of EPFO officers.

**Skewed distribution of existing officers and staff in
EPF field offices**

- It has been observed that the current distribution of RPF-C-II, APFC officers, and support staff across EPF Regional Offices does not correspond to the actual workload faced at different locations. Offices handling much higher claim volumes, particularly in metropolitan areas such as Mumbai and Bengaluru and in certain significant smaller cities, operate with the same or even

fewer officers compared to those with lighter workloads. Meanwhile, lower workload offices often have surplus manpower. This mismatch has led to operational inefficiencies, increasing pendency of claims and placing undue stress on staff in busier offices, while critical non-claims work is often neglected.

ii) The continued deployment of RC-IIs/ACs in District Offices, where core subscriber services and inspections are presently not undertaken, constitutes sub-optimal utilization of our limited resources. This warrants urgent reallocation. We submit that redeployment of existing manpower can be effectively carried out according to the following guidelines:

- a) 60% of SSAs should be allocated to Accounts-related work.
- b) SSA (Accounts) may be allocated based on processing an average of 55 (manual) claims per working day.
- c) A minimum of 5 SSAs may be designated for Accounts work in each office. Deployment structure: 1 SS for every 4 SSAs and 1 AO for every 2 SS.
- d) Based on claims workload in the current FY, redeployment of existing in-position SSAs, SS, and AOs may be undertaken immediately to ensure better handling of claims.
- e) Similarly, in-position RPFC-IIs/APFCs may be redeployed for handling Accounts-related work, as well as the non-Accounts work (Compliance, Legal, Recovery etc.) based on the existing workloads.

The proposed workload-based deployment norms will help ensure balanced staffing, better service delivery, and efficient use of the organization's human resources.

iii) It is submitted that though Cadre Restructuring process is underway and may ultimately address this issue, it may take some time to reach finalisation. However, suitable re-deployment of available manpower within the existing sanctions is well within the power of Head Office and an office-wise analysis of the same can be undertaken by concerned HO divisions. Therefore, it is

requested that this issue may be considered on urgent basis so as to enable all of our offices to extend timely & efficient services to the members.

2. Grant of Non-Functional Upgradation (NFU) to EPFO officers

The issue of Non-Functional Upgradation (NFU) is of critical relevance to the EPFO Commissioners' cadre, impacting nearly all officers. Despite the Central Board of Trustees (CBT), EPF, and the Ministry of Labour & Employment having approved NFU, no action has been taken to implement it, and EPFO has opposed its grant before the Hon'ble CAT, Chandigarh on the grounds that EPFO is not an Organized Group-A Service. This position disregards the clear approval by CBT for NFU and ignores settled precedents from the grant of NFSG, where both DoP&T and Hon'ble CAT upheld CBT's authority to provide such service benefits under the EPF & MP Act and Schemes framed thereunder. It is therefore imperative that EPFO's approach on this significant matter be urgently revisited and aligned with established approvals and legal precedents, ensuring that NFU is extended to eligible officers without further delay.

It is respectfully submitted that these vital organizational and HR-related matters may kindly be accorded urgent consideration and reviewed for immediate remedial action.

Thanking you.

Your sincerely,



[Saurabh Swami]
Secretary-General