



**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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**To**

**Shri Ramesh Krishnamurthi, IRS  
Central P.F. Commissioner  
Employees' Provident Fund Organisation  
New Delhi 110023**

**Subject: Urgent Need to Address Manpower Shortages  
Amidst Rapid Surge in EPFO Workload**

**Sir,**

Ahead of the forthcoming Central Board of Trustees (CBT), EPF meeting scheduled for this week, the EPF Officers' Association wishes to highlight critical issues that threaten the organisation's future and service quality. We trust the CBT will prioritize these concerns in its discussions.

**2.** Since assuming charge in August 2024, your efforts to enhance EPFO's software performance have been notable, alongside welcome improvements like streamlined KYC updates under the guidance of the Hon'ble Chairman and Labour Minister. However, technological gains must not overshadow persistent systemic challenges.

**3.** The most pressing issue is the stark mismatch between workload and manpower. Claims workload in 2015-16 was 1.46 crore and was 7.96 crore in the year 2024-25. It has grown further in the current FY 2025-26. The staff sanctions are based on 2015-16 workload and in these sanctions also there is vacancy of about 30% and skewed distribution of officers and staff across offices vis-a- vis the workload. This means the current workforce is managing nearly a 450% increase in workload.

**4.** With officer and staff sanctions based on 2015-16 workload, based on a software system of 2007-08 vintage, regrettably, instead of addressing the root causes, EPFO management is resorting to issuing Office Notes and threatening APAR downgrades, an approach that has repeatedly failed in the past. A review of claims productivity in major offices demonstrates that their per capita output ranks among the highest nationally; nevertheless, claims pendency and member grievances persist, indicating that the issue lies beyond employee work ethic or attitude.

**5.** It must be emphasized that the responsibility for persistent pendency rests not with the Regional Offices, but with EPFO management for failing to provide adequate manpower to meet the sharply increased workload. This acute shortage in large offices has adversely affected all functional areas, as most staff are diverted to claims processing, critically undermining compliance, legal, pension, and recovery functions. Consequently, essential non-accounts activities, which are substantial in metro offices, are neglected. For example, Recovery Officers are overburdened with claim settlements, often handling 400 to 500 claims daily, leaving insufficient time for specialized duties such as recovery and time-bound matters like IBC and court cases, which predominantly arise in these high-workload offices.

**6.** This strain has eroded service quality and heightened grievances, especially in metro offices like Mumbai, Delhi, Bengaluru, and Chennai where subscriber expectations are high. Despite robust employee productivity, claim pendency remains unchanged, disproving notions of poor work ethics. Resorting to threats or APAR downgrades has failed to address root causes and risks damaging EPFO's reputation.

**7.** The real issue is critical understaffing. With most manpower diverted to claims processing, essential functions like compliance, legal, pension, and recovery suffer. Recovery Officers and others are overwhelmed juggling multiple roles, impairing effectiveness. The imbalance across regions further worsens the problem, demanding a thorough workload analysis and redistribution of personnel as an interim remedy pending cadre restructuring.

**8.** Despite repeated CBT and Executive Committee calls, the cadre restructuring report remains overdue, with no accountability visible. Meanwhile, legal and compliance domains face policy inertia and low priority.

**9.** Compliance activities at EPFO have been largely neglected, with neither Head Office actions nor actionable lists provided to field offices for addressing defaulting establishments; as a result, defaulters operate unchecked while compliant employers are discouraged. Moreover, there has been no progress in updating compliance-related software or developing an integrated compliance management system, leaving existing portals stagnant at their initial versions. The defaulter establishments remain unchecked, compliance management software is outdated, and no steps have been taken to strengthen office capabilities by hiring law graduates or technological upgrades.

**10.** While technology improvements remain vital, they cannot replace adequate, trained human resources. Auto claims even today are just 1/3rd of total claims being processed. That means that 2/3rd claims out of 7.96 crore workload are being processed manually. We understand that EPFO 2.01 also does not propose any substantial change in the work processes. That means that we will continue to need human intervention for handling work. We urge immediate action on manpower rationalization based on current workloads, especially in large offices critical for EPFO's front-line service delivery. This interim relief is essential until comprehensive reforms like cadre restructuring and EPFO 3.0 are realized.

**11.** We request accordingly.

Thanking you,

Yours sincerely,



[Saurabh Swami]  
Secretary-General

Copy to:

1. Hon'ble Chairman, CBT, EPF / Hon'ble Minister for Labour & Employment
2. Hon'ble Vice-Chairperson, CBT, EPF / Hon'ble Minister of State for Labour & Employment
3. Hon'ble Co-Vice-Chairperson, CBT, EPF / Secretary, Labour & Employment
4. Hon'ble Members, CBT, EPF.