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EMPLOYEES' PROVIDENT FUND ORGANISATION
MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA
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November 4th, 2025

To,

**Hon'ble Minister for Labour & Employment /
Hon'ble Chairman, CBT, EPF,
Ministry of Labour & Employment,
Government of India,
New Delhi, 110001**

**Subject: Sincere Gratitude for the Assurance on Timely
Completion of EPFO Cadre Restructuring and
Appeal for Manpower Augmentation**

Respected Sir,

On behalf of the EPF Officers Association, we extend our heartfelt gratitude for your inspiring address delivered on the occasion of EPFO Foundation Day 2025. Your specific assurance regarding the timely completion of the Cadre Restructuring (CR) exercise was a tremendous morale booster for the entire officer cadre and staff of the Employees' Provident Fund Organisation. We recognize this commitment as a significant step towards modernising the structure of this vital social security institution.

The urgency for completing the Cadre Restructuring cannot be overstated, given the immense increase in our responsibilities and workload over the last two decades. The data clearly highlights a severe and unsustainable disparity between the growth in EPFO's operations, and the resources provided to its dedicated officers and staff.

As the following figures demonstrate (based on Compound Annual Growth Rate from March 2000 to March 2024), key operational metrics have exploded, while manpower has stagnated:

- **Workload & Financial Growth:** Core activities like Claims Workload (12% CAGR) and financial metrics such as Contribution and Corpus (both 14% CAGR) have seen exponential, double-digit annual growth. Our member base has grown at 11% CAGR, and the number of pensioners at 10% CAGR, placing immense pressure on field offices.
- **Manpower Stagnation:** In stark contrast, the Sanctioned Manpower has grown by only 1% CAGR. More critically, the Manpower in Position has actually shrunk, showing a -1% CAGR over the same period. For the crucial Group C cadre, the actual staff in position has declined by -2% CAGR. The manpower in-position in March 2000 was 19,534, whereas the manpower in -position in March 2024 was only 15,547.

This alarming imbalance, a 14% growth in financial scale supported by a negative growth in on-ground staff strength is only exacerbated by the increasing responsibilities cast upon EPFO, including new social security initiatives and mandatory digital compliance.

We must caution that the introduction of digital technologies, while providing undeniable gains in efficiency and scale, must be conceived as a complement, not a substitute, to human capability. A growing dependence on purely automated systems carries inherent limitations that threaten the institutional integrity of our social protection systems. The substitution of human discretion with algorithmic processing diminishes the sensitivity required to address the diverse and vulnerable circumstances of claimants, as automated workflows are often unable to interpret the contextual factors that merit compassionate or exceptional consideration under the law.

Over-reliance on digital systems also leads to procedural rigidity that may conflict with the discretionary flexibility enshrined in social security legislation. Furthermore, the risk of digital exclusion remains substantial for populations lacking digital literacy or access, undermining the principle of universality. Finally, highly automated systems can adversely affect accountability and grievance redress, and sustained automation can erode institutional knowledge by displacing experienced

officers from analytical and interpretive tasks. The optimal model is a human-technology partnership, where human oversight safeguards empathy, flexibility, and accountability.

We earnestly submit that the timely completion of Cadre Restructuring must simultaneously address two critical needs:

- 1. Immediate Augmentation of Staff:** The CR must include a substantial, data-driven increase in the sanctioned strength across all Groups (A, B, and C) to match the operational requirement and ensure efficient, timely delivery of services to millions of beneficiaries.
- 2. Adequate Promotional Opportunities:** The lack of promotional avenues has been a significant demotivating factor. The new structure must incorporate a clear, predictable, and adequate mechanism for promotion to reward the loyalty and hard work of the officers and staff who have managed this unprecedented growth with dwindling resources.

The current cadre structure of EPFO is highly skewed and narrow. This structure, besides denying promotional avenues to EPFO officers, also hampers effective organizational functioning and monitoring. When seen in comparison to other similarly placed organisations (in terms of scope of work, functions & nation-wide jurisdiction) the situation is very dire in EPFO, as may please be noted from the table submitted below.

NAME OF SERVICE	INDIAN REVENUE SERVICE	INDIAN REVENUE SERVICE CUSTOMS AND CENTRAL EXCISE	E.P.F.O.
APEX LEVEL	26 (0.40%)	14 (0.4%)	NIL
HAG +	91 (2%)	38 (1%)	NIL
HAG	300 (6%)	100 (3%)	NIL
SAG	635 (13%)	340 (10%)	13 (1.24%)
JAG / NFSG	1575 (32%)	932 (27%)	272 (26%)
STS / JTS	2294 (43%)	2050 (59%)	757 (73%)

Number of posts at each level in absolute figures and percentage of posts in Group-A in brackets.

EPFO has minuscule 1.24% of posts at Senior Administrative Grade (SAG) level (Pay Level-14) and no posts above that level, while most similar organisations have about 15% to 20% Group-A officers in posts of SAG & above, EPFO has about 1.24%. The DOP&T prescribes ideal figure for SAG & above posts to be 17% of total Group-A

posts. Therefore, it is sincerely requested that the any report submitted by the committee for cadre restructuring proposal should have a comparative analysis of structure across other similar organisations so that the new structure is balanced and justifiable.

Sir, the completion of the Cadre Restructuring with adequate staff augmentation and improved promotional opportunities will not only resolve long-standing human resource issues but will also equip the EPFO workforce to handle the complexities of a modern, technology-driven social security system.

We look forward to the expeditious implementation of this crucial reform under your able leadership and remain committed to serving the nation's workforce with dedication.

With profound regards,

Yours sincerely,



[Saurabh Swami]
Secretary-General

Copy to:

1. Hon'ble Vice Chairperson, CBT, EPF/Secretary, Ministry of Labour & Employment, Govt. of India
2. Central P.F. Commissioner
3. Shri Chandramauli Chakraborty, Additional CPFC (Hqrs), Chairman, CR Committee