



कर्मचारी भविष्य निधि संगठन
(कर्म एवं रोजगार, मंत्रालय, भारत सरकार)
EMPLOYEES' PROVIDENT FUND ORGANISATION
(Ministry of Labour & Employment, Govt. of India)
मुख्य कार्यालय / Head Office
भविष्य निधि भवन, 14-भोकाजी कामा प्लेस, नई दिल्ली-110 066.
Bhavishya Nidhi Bhawan, 14, Bhikaji Cama Place, New Delhi - 110 066.
Website: www.epfindia.gov.in

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Dated:

To

All Addl. Central P.F. Commissioners (Zonal Offices)
All Regional P.F. Commissioners-I (Regional Offices)
All Regional P.F. Commissioners-II (Sub Regional Offices)

- 9 JUN 2015

Subject:- Launching of 'Nidhi Aapke Nikat' or 'PF Near You' – regarding.

Sir,

1. Bhavishya Nidhi Adalat has been an important vehicle for grievance redressal in EPFO for the past many years. Through these Adalats, EPF members were provided a platform by which they could approach the office and could get their grievances resolved. This initiative of the Organization has benefited countless subscribers. It is equally true that with the changing times, adoption of IT enabled services and the resultant improved service delivery mechanisms, the expectations of our subscribers have undergone a sea change. Further, it needs to be acknowledged that employers too are important stakeholders in the organization.

2. It is, therefore, required that EPFO adopts a new form and structure to reflect the changed ground realities as regards service delivery standards and rename the Adalat in a way that would depict our commitment to all our stakeholders to provide the best of services. By its very nomenclature, 'Bhavishya Nidhi Adalat' runs the risk of being perceived as forbidding to the poor and underprivileged worker and therefore, he may hesitate in approaching such an "Adalat" with its unsaid connotations of a courtroom atmosphere. Therefore, after wide ranging consultations within the Organization, it has been decided to rechristen Bhavishya Nidhi Adalat as **Nidhi Aapke Nikat**.

3. This should, however, not be misconstrued as merely a name changing exercise. As the name would suggest, it is an endeavor on the part of the Organization to be more accessible to its different stakeholders including employers and the programme would serve to bring all of them on a common platform and facilitate exchange of ideas and dissemination of information besides of course, grievance redressal. In other words, EPFO will be moving away from a pure grievance redressal centered approach as seen in Bhavishya Nidhi Adalat to a more broadbased and participatory approach in **Nidhi Aapke Nikat**. This would be in the nature of a publicity outreach programme the objective of which shall be not only to redress the grievances of the subscribers but also to invite their suggestions, enable employers to vent their grievances, if any, and to sensitize the stakeholders at large about the multitude of new initiatives taken in their interest by the organization.

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4. As was the case with Bhavishya Nidhi Adalat, **Nidhi Aapke Nikat** would be conducted on the 10th of every month starting from July 2015. In case the 10th happens to be a holiday, the programme shall be conducted on the next working day. The programme shall be held in every RO / SRO of the organisation and shall be presided over by the Officer-in-Charge or in the absence of Officer-in Charge by the next senior most officer. Sufficient publicity regarding the conduct of the programme should be made before hand, preferably by the 20th of the preceding month through press releases and communications to employers' associations and trade unions to make it effective and fruitful. Wherever possible, the employers can be informed through e-mail / SMS also.

5. While inviting the participation of the trade union and employers associations, they may be requested to convey any specific issue or grievance that they would like to raise during the programme so that the office could be equipped to respond to such queries in a quick and responsible manner during the programme. For effective conduct of the **Nidhi Aapke Nikat** programme, it is necessary that specific timeslots are allotted to different stakeholders.

6. It is suggested that the following slots will be in order:-

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|--|-----------------------|
| (i) Subscribers: | 10:30 A.M to 1:00 P.M |
| (ii) Employers: | 3:00 to 4:00 P.M |
| (iii) Exempted establishments located in jurisdiction: | 4:00 to 5:00 P.M |

7. The above time slots are to be observed, but these are not sacrosanct. Depending upon the culture of the area, different time slots can be determined by Officer-in-Charge concerned, but these should be brought on record beforehand. These time slots should normally be fixed for at least one financial year so that they become known to the stakeholders, at large and become entrenched in public memory.

8. The officer in charge may issue a press release at the end of the programme. It may contain the following besides other important initiatives taken at Officer- in-Charge level:-

- (i) Claims settled during past month and days in which these were settled (periodicity) and the amount paid;
- (ii) Amount received during the past month in normal course; as a result of compliance actions; number of non contributory establishments and action proposed to be taken regarding the same;
- (iii) New pensioners added during the month;
- (iv) EDLI benefits sanctioned and/or disbursed during the month;
- (v) Recovery and action taken regarding the same.
- (vi) No. of grievances settled

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9. As this is an outreach programme, the office may also conduct **Nidhi Aapke Nikat** outside the office premises in big industrial houses or public venues in locations having high concentration of the EPF subscribers. Out of the 12 **Nidhi Aapke Nikat** programme to be held in a year, preferably two may be held outside the office. The success of this programme would hinge on the continuous and consistent monitoring on the part of the supervisory officers in the field, especially the Additional Central P.F Commissioners of the Zones.

10. A facility for filling up the information in the enclosed proforma is being provided shortly in MIS login. The required data should be filled in by the individual field offices on the next working day without fail. In case it is not sent, it shall be presumed that the programme was not conducted and the Officer-in-Charge shall render himself liable for the consequences including disciplinary action. Information regarding the conduct of the programme should also be sent in the enclosed prescribed proforma to acc.csd@epfindia.gov.in and rc.publicity@epfindia.gov.in.

11. It is expected that the launch of **Nidhi Aapke Nikat** would constitute a landmark in the manner in which EPFO interacts with diverse stakeholders and strengthen the symbiotic relationship existing between the organisation and its stakeholders. Further, to make this initiative an enduring institution, it is necessary that with the passage of time, this programme should not be allowed to lose its steam. Officer in-Charges shall give innovative ideas to make the programme more vibrant, problem resolving and an understanding platform for all stakeholders.

Yours faithfully,



(K.K. JALAN)

CENTRAL PROVIDENT FUND COMMISSIONER

**PROFORMA FOR REPORTING OF CONDUCT OF
'NIDHI AAPKE NIKAT'**

OFFICE _____

1	Date	
2	Venue	
3	Name of the EPFO officer who presided over the 'Nidhi Aapke Nikat'	
4	No. of employees who attended the programme. Names of a few with UAN numbers be mentioned.	
5	No. of employers who attended the programme. Names of two or three with their PF Code numbers be mentioned.	
6	No. of exempted establishments, the representatives of which attended the meeting. The minutes of meeting be sent separately.	
7	Have you taken a few photographs of the events? If yes, kindly upload a few.	
8	Suggestions / feedback of any	

Hola