

## VIGILANCE

20.1 The areas, which are prone to corruption and malpractice, have been identified and are being closely monitored regularly.

20.2 Preventive and corrective measures are being taken to contain recurrence of corrupt practices and to instil confidence in the minds of people about the objectivity and impartiality in the functioning of the Ministry and to create conditions, which would spread signals of probity, rectitude and orderliness in public dealings.

20.3 Instructions have been issued to all autonomous bodies and attached/subordinate offices of the Ministry to the effect that for handling sensitive posts at all levels only such of the Officers should be posted whose integrity is beyond doubt. They have also been advised to introduce greater transparency and openness in the functioning of the offices in general and in the offices having extensive dealing with public in particular.

20.4 All the public dealing offices under the control of the Ministry have been advised to simplify the work procedure at the cutting edge level so as to avoid delay in decision-making, as it is the delay at this level that generally breeds corruption.

20.5 Vigilance awareness week was observed in the Ministry from 03.11.2008 to 07.11.2008. All the Officers and members of staff in the Ministry took a pledge on 03.11.2008 to maintain absolute integrity, transparency in all spheres of activities and to work unstintingly for eradication of corruption in all spheres of life.

20.6 The Chief Vigilance Officer held meetings with the officers of various Departments working under this Ministry to review the progress of

enquiries and other cases pending with them. All Vigilance Units in the Attached/Subordinate Offices were also asked to review the progress of enquiries and complaints pending with them and submit reports to the Ministry regularly.

20.7 As part of the current drive against corruption, Prime Minister's Office forwards complaints received from various quarters containing allegations of corruption against individuals and organizations. Such complaints received from the Prime Minister's Office are pursued with the requisite degree of promptitude and thoroughness at senior levels. Proper inquiry is conducted in each case in a time bound manner and feedback is sent to the PMO.

20.8 Employees' Provident Fund Organization (EPFO) have adopted a multi-pronged strategy to contain, control and curb corruption and ensure prompt, effective and hassle-free service to the subscriber members. In an attempt to adopt a well-defined strategy, the corruption-prone areas have been duly identified. The emerging situation, therefore, calls for evolving and maintaining an effective system to arrest corruption and malpractices. The system envisaged in the modernization programme of EPFO would greatly address these issues.

20.9 With a view to ensuring that the possible corrupt practices or malpractices in the area relating to coverage of establishments under the Employees' State Insurance Scheme, recovery of ESI dues from the defaulting establishments, purchase of land and ready-made flats, construction of hospitals / dispensaries, investment of ESI funds, grant of medical benefits on forged medical certificates and purchase of inferior quality medicines and equipments for use

Commissioner, Assistant Provident Fund Commissioner and Public Relation Officer and another at Field Offices level, headed by Regional Provident Fund Commissioners and Assistant Provident Fund Commissioners assisted by Public Relation Officers.

20.16 The Regional Provident Fund Commissioner of the regions and Officer-in-Charge of Sub-Regional Offices are available for redressal of the grievance of the members on all working days. Besides the Regional Provident Fund Commissioner, In-Charge of the Customer Service Division in the Head Office redresses the grievances of the members of the fund in person on all working days during office hours. If, the member do not feel satisfied, they can see the Additional Central Provident Fund Commissioner (Customer Service Division) or the Central Provident Fund Commissioner.

20.17 All grievances received by the Head Office in the Customer Service Division are monitored fortnightly with system support and acknowledgements are sent to the members. Public Relation Officer in the Head Office also attends to the grievances of the members every day and redresses the grievances.

20.18 The grievances received from the members of the Fund through various sources relating to the settlement of claims, issue of account slips, matter arising out of non-compliance etc., are required to be redressed by the field offices. Feedback of all such grievances obtained from field offices is promptly communicated to the members with the status/disposal of the petitions.

20.19 The Public Relation Officers in the Regional/Sub Regional Offices redress the grievances of the members who visit the offices for redressal. The Public Relation Officer provides information about the status of the claims as well as the status of the complaints filed by the members.

20.20 The following guidelines are prescribed for handling grievances:

- **Every complaint / grievance is required to be entered in register and**

**acknowledged.**

- **Information required regarding payment of Provident Fund / Pension cases / Status of complaints all provided across the counter / over phone.**
- **Complete monitoring of the grievance disposal.**

20.21 The Facilitation Centers have been set up in all the offices of the organization. All the prescribed forms for the members of the Fund are available free of cost during working hours. The salient features of a "Facilitation Centre" are as below:

- ✓ **To provide information regarding Schemes and procedures through brochures, booklets, reports, etc.**
- ✓ **To provide information regarding status of claims/complaints.**
- ✓ **To receive complaints, issue acknowledgement letters.**
- ✓ **Officer of the level of Assistant Provident Fund Commissioner/Assistant Accounts Officer/In-Charge of the Facilitation Centre with appropriate orientation capable of attending visitors, redress the grievances.**
- ✓ **Time limits for settlement of claims/petitions meeting hours of the Senior Officers are notified through display boards.**
- ✓ **Physical facilities have been provided for sitting, drinking water, etc. for the members.**

20.22 To reduce the public grievances the organization has taken various measures for creating the awareness about the provisions of The Employees Provident Funds (Miscellaneous Provisions) Act, 1952 among the members and employers. Brochures and pamphlets on schemes under the Act are provided. Seminars are arranged to educate employers, employees and various representatives. Functions are organized by field offices to provide a copy of Pension Payment Order (PPO) and related papers to

Table 20.1					
<b>Details of grievances received and redressed by Employees' Provident Fund Organization during the last five years</b>					
	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
Grievances pending at the beginning of the year.	4,692	2,389	5,171	2,964	2,712
Received during the year.	61,449	48,412	38,982	44,685	27,234
<b>Total</b>	<b>66,141</b>	<b>50,801</b>	<b>44,153</b>	<b>47,649</b>	<b>29,946</b>
Disposed off during the year.	63,752	45,630	41,189	44,937	28,476
Balance at the end of the year.	2,389	5,171	2,964	2,712	1,470
Percentage of disposal.	96.39%	90.00%	93.29%	94.30%	95.00%

(Figures include PGHS cases of RO's & HQ office )

Table 20.2					
<b>The number of complaints filed before the Bhavishya Nidhi Adalats and cases decided</b>					
	2003-04	2004-05	2005-06	2006-07	2007-08
Number of Bhavishya Nidhi Adalats organized	1,209	1,244	1,259	1,306	1,343
Number of grievances registered before Bhavishya Nidhi Adalats.	2,844	1,976	2,145	2,110	1,565
Number of grievances disposed of by Bhavishya Nidhi Adalats	2,820	1,968	2,105	2,087	1,543
Performance/Disposal Percentage	99.15%	99.59%	98.14%	98.90%	98.59%