

## **PRESS NOTE**

EPFO Employees' Organisations adopt resolution on Service Delivery Ethics

Central Provident Fund Commissioner called a meeting of the representatives of EPF Officers Association as well as All India EPF Staff Federation on 27.06.2016 to discuss the Vision of EPFO for 2030 and also to identify the requisite organizational changes to achieve the Vision. The Vision Document prepared by EPFO mentions the following as the objectives:

- a) Universal Social Security coverage on mandatory basis by way of Provident Fund, Pension and life insurance for all workers of the country;
- b) Online services for all EPFO benefit with state-of-the-art technology and best service delivery practices;
- c) Implementation of policies for a benefit structure with adequate support level of social security.

2. It was stressed that there is need to have team-work and to have a healthy relationship amongst the officers and staff to bring about change in the functioning of EPF Officers and to foster a healthy relationship among all stakeholders to bring all over improvement. The following agenda items were discussed in the meeting;

- a) Maintenance of cordial and dignified way of functioning.
- b) Service Delivery Ethics and Integrity Pact.
- c) Organizing sports, cultural and welfare activities.

3. The Central Provident Fund Commissioner observed that during the last three years, the Organisation has improved service delivery the EPF subscribers, but much has to be done to increase service quality. EPFO is implementing the largest Social Security Scheme and catering to 3.5 crores subscribers. There is an immediate need to bring substantial improvement in the working of the EPF Offices and to bring an attitudinal change in the employees to deal with the issues relating to EPF subscribers. There is also a need to reduce the member grievances by analyzing the causes of grievances and also to settle grievances on a fast-track mode.

4. Thereafter, the representatives of the EPF Officers Association as well as of All India EPF Staff Federation unanimously adopted the resolution on Service Delivery Ethics (copy attached). The representatives of the organizations expressed their whole-hearted support to the Vision and for the implementation of the resolution.

## **Resolution on Service Delivery Ethics**

We the employees/staff of EPFO do hereby commit ourselves to make EPFO the largest and the best Social Security Organization globally by;

- Improving the cost effectiveness and quality of the service delivery process and strengthening program integrity.
- Developing organisational capacities and infrastructure for ensuring registration of all workers/employees.
- Making available accessible, convenient and hassle free modes for employers to make contributions on behalf of their workers.
- Providing online service for EPFO benefits through state of the art technology following best service delivery practices and ethics.
- Creating awareness among workers and employers on the benefits of the Social Security Schemes and rights and obligations of each stakeholder.
- Developing a continuous engagement strategy with stakeholders to anticipate and meet expectations and service standards.