



ईपीएफओ, मुख्य कार्यालय
श्रम एवं रोजगार मंत्रालय, भारत सरकार
भविष्य निधि भवन, 14, भीकाजी कामा प्लेस, नई दिल्ली 110066



EPFO, HEAD OFFICE
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA
BHAVISHYA NIDHI BHAWAN, 14, BHIKAJI CAMA PLACE, NEW DELHI 110066

www.epfindia.gov.in

Web Circulation

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Dated:

To,

12 SEP 2022

All ACC(HQ)/ACC Zones/Director (PDNASS)
All Regional PF Commissioners-in-charge of
Regional Offices/Zonal Training Institutes
Regional PF Commissioner (ASD), Head Office

Subject: Online Grievance Handling System for EPF Employees– regarding.

Madam/Sir,

In order to redress the grievances of staff and officers of EPFO in a systemic manner, a new functionality has been developed and deployed in HR Soft. All employees can fill their grievances related to Increment, MACP, Promotion, and transfer by using his/her individual login in HR Soft.

- 2 The user manual for filling grievance and handling is enclosed.
- 3 This may be brought to the notice of all the staff and officials. It is also requested to update the disposal/ action taken at regular intervals and resolve the grievances in a time bound manner.

(This has the approval of CPFC)

Yours faithfully,

Encl: as above

(Uma Mandal)

Addl. Central P.F. Commissioner (HRM)

Copy to:

1. Staff Officer to CPFC- for information.
2. PS to FA & CAO/CVO/All ACC (HQ)s - for information.
3. Hindi Section for Hindi Version.

(Rakhi Chakravarty)

Regional P.F. Commissioner-II (HRM)



USER MANUAL ON GRIEVANCE FILING

GRIEVANCE – For EPF Employees

The individual employee can file grievance by using his/her individual login in HR Soft. Following screen will be displayed:-

The screenshot shows the HR Soft interface. At the top, there is a header bar with the following information: Office : KANPUR (094), IP : ::1, Login Time : 22/08/2022 10:04:12. Below the header, the text reads: Employees' Provident Fund Organisation (A Statutory Body Under Ministry of Labour & Employment, Government of India). On the left side, there is a navigation menu with the following items: Home, Personal Profile, Service Book, User Controls, Request For Addition/Update, Salary Reports, Online Leave, Inter Regional(State) Transfer for SSA, AGT, Income Tax, Dashboard - Education Qualifications, Annual Immovable Property Return, APAR, and GRIEVANCE (highlighted). Below GRIEVANCE, there are sub-items: Grievance File and Grievance History. At the bottom of the page, it says: Designed, Developed and Hosted by: Employees' Provident Fund Organisation, India.

- Click Grievance File functionality, following screen will be displayed:-

The screenshot shows the 'FILE GRIEVANCE' form. At the top, there is a header bar with the following information: Office : KANPUR (094), IP : ::1, Login Time : 22/08/2022 11:01:54. Below the header, the text reads: Employees' Provident Fund Organisation (A Statutory Body Under Ministry of Labour & Employment, Government of India). The form is divided into two main sections: 'EMPLOYEE BASIC DETAILS' and 'GRIEVANCE SUBMISSION'. The 'EMPLOYEE BASIC DETAILS' section contains the following information: EID, Present Office : KANPUR, Name, Posted Office : ACC-UTTAR PRADESH (KANPUR), Present Desig : RPFC-I, Zonal Office : UTTAR PRADESH (KANPUR), DOB, DOJ : 22/05/2003, and DOR : 30/11/2036. The 'GRIEVANCE SUBMISSION' section contains the following fields: 'NATURE OF GRIEVANCE*' with a dropdown menu set to 'SELECT', 'REMARKS FOR GRIEVANCE*' with a text area, and 'RELEVANT DOCUMENT' with a 'Choose File' button and the text 'No file chosen (Only PDF File Upto Size of 1 MB is Allowed)'. There is a 'SUBMIT' button at the bottom of the form.

- Grievances can be filed for four types of categories, namely (a) Increment, (b) MACP, (c) Promotion and (d) Transfer

Office : KANPUR (094)				IP : ::1	Login Time : 22/08/2022 10:04:37
Employees' Provident Fund Organisation (A Statutory Body Under Ministry of Labour & Employment, Government of India)					
FILE GRIEVANCE					
EMPLOYEE BASIC DETAILS					
EID	[REDACTED]	Name	[REDACTED]	Present Desig	: RPFC-I
Present Office	: KANPUR	Posted Office	: ACC-UTTAR PRADESH (KANPUR)	Zonal Office	: UTTAR PRADESH (KANPUR)
DOB	[REDACTED]	DOJ	: 22/05/2003	DOR	: 30/11/2036
GRIEVANCE SUBMISSION					
NATURE OF GRIEVANCE*	<input type="text" value="SELECT"/>				
REMARKS FOR GRIEVANCE*	<input type="text"/>				
RELEVANT DOCUMENT	<input type="button" value="Choose File"/> No file chosen <small>(Only PDF File Upto Size of 1 MB is Allowed)</small>				
<input type="button" value="SUBMIT"/>					

- Select the Nature of Grievance, enter Remarks, and Upload Relevant Document (if any) and click Submit button to submit grievance. It is advised to first type the grievance in notepad and only / @ . – special characters are allowed.
- The grievance is now submitted to the RO Adm / ASD HO.
- After successful submission, the filed grievance can be seen in Grievance History functionality by selecting Grievance year.
- Please note that an employee can file only one grievance (of a particular type) at a time. Only after its disposal, another grievance of that type can be filed.
- Once the grievance is submitted successfully, it will start reflecting in the RO, ZO and HRM login. RO can forward the grievance to ZO and ZO can forward the grievance to HRM. The RO can take action in 15 days. After lapse of 15 days, the RO can not take any action and now ZO can take action for another 15 days. After another 15 days, the task would be available to HRM for action.

GRIEVANCE-HRM

This module is of three levels namely:-

(I) **STFGRV-RO**

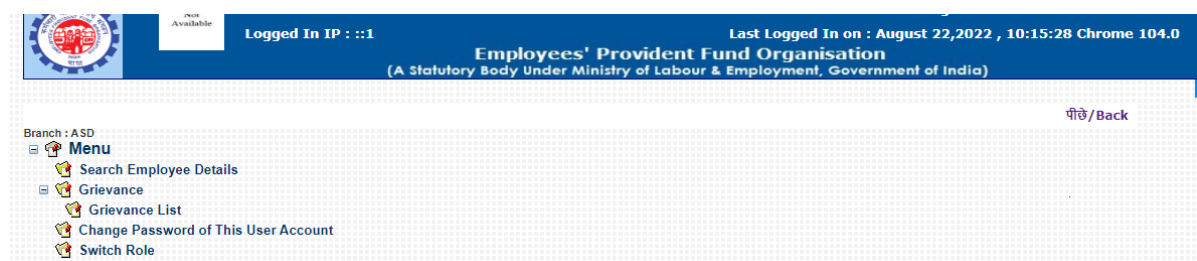
(II) **STFGRV-ZO**

(III) **STFGRV-HRM**

For **STFGRV-RO** role the branch of the user should be **RO/SRO ADM** (For Regional Offices, NATRSS and ZTIs) and **ASD** for Head Office. For **STFGRV-ZO** the branch of the user should be **ACC**. For STFGRV-HRM the branch of the user should be **HRM**.

STFGRN-RO Role

Under this role, the grievance list functionality is available at local RO administration level. The grievances which are filed will be available for action at RO level for 15 days from date of filing of grievance. After 15 days the tasks would be available for action for ZO only. The following screen will be displayed:-



- Click Grievance List functionality to see the list of the grievances filed by the employees of the office. Upon clicking the functionality the following screen will be displayed:-

Available
 Logged In IP : ::1
 Last Logged In on : August 22,2022 , 10:15:28 Chrome 104.0
Employees' Provident Fund Organisation
 (A Statutory Body Under Ministry of Labour & Employment, Government of India)

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Grievance File List

Search By

Grv Year : 2022 Action Status : SELECT

Total Grievance : 2

Grv. Id	Grv. Year	EID	Name	Present Desig	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
2022_MCP_1	2022			RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	MACP	Pending
2022_INC_2	2022			RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	INCREMENT	Pending

- Select Grv Year and Action Status and click Search button to get the filtered result.
- Click the Grv_Id hyperlink to take action, select Action. There are four actions available i.e. (a) Forward; (b) Disposed Interim; (c) Disposed Final and (d) Reject. Enter remarks, upload relevant document and click Submit button. Following screen will displayed:-

localhost:13634 says
 Are you sure you want to submit grievance?

Role : STFGRV-RO
 Logged In IP : ::1

Designation : SSSA
 August 22,2022 , 10:21:32 Chrome 104.0

Present Office : KANPUR Posted Office : RO-KANPUR Zonal Office : UI IAR PRADESH (KANPUR)
 DOB : 26/11/1976 DOJ : 22/05/2003 DOR : 30/11/2036
 Grv. Reason : TRANSFER Grv. Date : 18/08/2022 Relevent Doc : [View Document](#)
 Grv. Matter : dsf

RO-ACTION DETAILS

Action Taken : Order No : Order Date :
 Remarks : Action Date : Relevent Doc :

ACTION

Action : Forward Order No. : ORDER NO Order Date : dd/mm/yyyy

Remarks :

Relevant Document : No file chosen

STFGRN-ZO

Under this role, the grievance list functionality is available at ZO level. All grievances which are filed by the employees under its ZO are available for display. The action button is available only for the tasks which are (1) either forwarded by the ROs, or (2) have been filed 16 days back. The task will be available at ZO level for 15 days. After that the pending tasks will be available for action with the HRM Division only. The following screen will be displayed:-

Grievance File List

Search By

Grv Year : 2022 Action Status : SELECT Search Clear

ZO : SELECT RO : SELECT

Total Grievance : 1

Grv. Id	Grv. Year	EID	Name	Present Desig	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
2022_TRF_5	2022				KANPUR	RO-KANPUR	18/08/2022	TRANSFER	Forwarded

- Select Grv Year, Action Status and RO. Now click Search button to get the filtered result.
- Click the Grv_Id hyperlink to take action. Following screen will displayed:-

Available
Logged In IP :::1
Last Logged In on : August 22,2022 , 10:24:33 Chrome 104.0
Employees' Provident Fund Organisation
(A Statutory Body Under Ministry of Labour & Employment, Government of India)

Action For Grievance Id - 2022_TRF_5

GRIEVANCE BASIC DETAILS

Grievance Id	: 2022_TRF_5	Name	:	Present Desig	: RPF-C
EID	:	Posted Office	: RO-KANPUR	Zonal Office	: UTTAR PRADESH (KANPUR)
Present Office	: KANPUR	DOJ	: 22/05/2003	DOR	: 30/11/2036
DOB	:	Grv. Date	: 18/08/2022	Relevant Doc	: View Document
Grv. Reason	: TRANSFER				
Grv. Matter	: dsf				

RO-ACTION DETAILS

Action Taken	: Forward	Order No	:	Order Date	:
Remarks	: DGDFG	Action Date	: 22/08/2022	Relevant Doc	:

ZO-ACTION DETAILS

Action Taken	:	Order No	:	Order Date	:
Remarks	:	Action Date	:	Relevant Doc	:

ACTION

Action : Order No. : Order Date :

Remarks :

Relevant Document : No file chosen

- Select Action. There are four actions available i.e. (a) Forward; (b) Disposed Interim; (c) Disposed Final and (d) Reject. Enter remarks, upload relevant document and click Submit button. Following screen will displayed:-

Office : KANPUR (094) User Id : localhost:13634 says
Role : STFGRV-ZO
Logged In IP :::1
Designation : SSSA
22 Aug 2022, 10:25:33 AM
August 22,2022 , 10:24:33 Chrome 104.0

Are you sure you want to submit grievance?

DOB : 26/11/1976 DOJ : 22/05/2003 DOR : 30/11/2036
Grv. Reason : TRANSFER Grv. Date : 18/08/2022 Relevant Doc : [View Document](#)
Grv. Matter : dsf

RO-ACTION DETAILS

Action Taken	: Forward	Order No	:	Order Date	:
Remarks	: DGDFG	Action Date	: 22/08/2022	Relevant Doc	:

ZO-ACTION DETAILS

Action Taken	:	Order No	:	Order Date	:
Remarks	:	Action Date	:	Relevant Doc	:

ACTION

Action : Order No. : Order Date :

Remarks :

Relevant Document : No file chosen

STFGRN-HRM

Under this role, the grievance list functionality is available at HRM level. All grievances which are filed by the employees of all India are available for display. The action button is available only for the tasks which are (1) either forwarded by the ZOs (2) or the tasks which have been filed more than 30 days back. The following screen will be displayed:-

Not Available
Logged In IP : ::1
Last Logged In on : August 22,2022 , 10:30:03 Chrome 104.0
Employees' Provident Fund Organisation
(A Statutory Body Under Ministry of Labour & Employment, Government of India)

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Grievance File List

Search By

Grv Year : 2022 Action Status : SELECT Search Clear

ZO : SELECT RO : SELECT

Total Grievance : 5

Grv. Id	Grv. Year	EID	Name	Present Desig	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
2022_MCP_1	2022			RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	MACP	Forwarded
2022_INC_2	2022			RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	INCREMENT	Pending
2022_INC_3	2022			SS	NATRSS	VIG-Z/D-NZ	18/08/2022	INCREMENT	Pending
2022_PRM_4	2022			SSSA	ZTI-NZ	TRAINING-ZTI-NZ	18/08/2022	PROMOTION	Pending
2022_TRF_5	2022			RPFC-I	KANPUR	RO-KANPUR	18/08/2022	TRANSFER	Forwarded

- Select Grv Year, Action Status, ZO and RO. Now click Search button to get the filtered result.
- Click the Grv_Id hyperlink to take action, select Action. There are three actions available i.e. (a) Disposed Interim; (b) Disposed Final and (c) Reject. Enter remarks, upload relevant document and click Submit button. Following screen will displayed:-

Action For Grievance Id - 2022_MCP_1

GRIEVANCE BASIC DETAILS

Grievance Id : 2022_MCP_1	Name : [REDACTED]	Present Desig : RPFC-I
EID : [REDACTED]	Posted Office : HO-HEAD OFFICE	Zonal Office : HEAD OFFICE
Present Office : HEAD OFFICE	DOJ : 17/10/2003	DOR : 31/03/2034
DOB : [REDACTED]	Grv. Date : 18/08/2022	Relevant Doc :
Grv. Reason : MACP		
Grv. Matter : sdf		

RO-ACTION DETAILS

Action Taken : Forward	Order No :	Order Date :
Remarks : DFGDFG	Action Date : 22/08/2022	Relevant Doc :

ZO-ACTION DETAILS

Action Taken :	Order No :	Order Date :
Remarks :	Action Date :	Relevant Doc :

HO-ACTION DETAILS

Action Taken :	Order No :	Order Date :
Remarks :	Action Date :	Relevant Doc :

ACTION

Action : Order No. : Order Date :

Remarks :

Relevant Document : No file chosen

- After successful submission, following screen will be displayed:-

Office : HEAD OFFICE (124) User

Role : STFGRV-HRM

Logged In IP : ::1

localhost:13634 says

GRIEVANCE UPDATED SUCCESSFULLY.

Designation : RPFC-I

August 22, 2022 , 10:30:03 Chrome 104.0

Department of India

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Grievance File List

Search By

Grv Year : 2022	Action Status : SELECT	<input type="button" value="Search"/>	<input type="button" value="Clear"/>
ZO : SELECT	RO : SELECT		

Total Grievance : 5

Grv. Id	Grv. Year	EID	Name	Present Desig	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
2022_MCP_1	2022	[REDACTED]	[REDACTED]	RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	MACP	Forwarded
2022_INC_2	2022	[REDACTED]	[REDACTED]	RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	INCREMENT	Pending
2022_INC_3	2022	[REDACTED]	[REDACTED]	SS	NATRSS	VIG-ZVD-NZ	18/08/2022	INCREMENT	Pending