



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
(Ministry of Labour and Employment, Govt. of India)



VIGILANCE DIVISION

GUIDELINES ON FILING OF COMPLAINTS WITH EPFO VIGILANCE

The Employees Provident Fund Organisation (EPFO) Vigilance Headquarters adheres to the guidelines on Complaint Handling Mechanism for all stakeholders as issued by the Central Vigilance Commission **OM No 021/VGL/051-500040 dated 24.12.2021** and Central Vigilance Commission **Circular No.24/11/22 Dated 03.11.2022** , and such instructions, as amended from time to time.The Guidelines on filing of complaints with EPFO Vigilance are elaborated hereunder:

1. GUIDELINES FOR THE COMPLAINANTS

(a) The complaint should be pertaining to EPFO and should fall within the jurisdiction of EPFO.

(b) EPFO Vigilance shall take cognizance of a complaint involving "Vigilance angle" or corruption matters. Therefore, redressal of grievances related to service delivery by EPFO (viz. KYC Updation/linking, Claim settlement, Pension matters, etc.) should be addressed to the Customer Service Division (CSD) of EPFO or should be addressed to the respective Regional PF Commissioners of the concerned Regional Offices.

The grievances can be lodged through **EPFIGMS** which is available through <https://epfigms.gov.in> and also in **UMANG Portal** which is available at <https://web.umang.gov.in/landing/department/epfo.html>.

(c) Complaint can be lodged by addressing the written communication/letter directly to CVO, EPFO Vigilance Headquarters, Bhavishya Nidhi Bhawan, 14-Bhikaji Cama Place, New Delhi-110066, alongwith substantiating material/ documents. The complaint should contain name and personal details, complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter. Complaint should be signed by the Complainant.

(d) Complaint can also be lodged under the Complaint Management System (CMS) Portal, available in the CVC website under the link <https://portal.cvc.gov.in/>

(e) Complaint sent on email ID will not be entertained or taken cognizance by the Vigilance. (Refer para 3.3 of CVC Manual 2021 on Complaint Handling Policy). However, if a signed complaint with complete postal address containing verifiable allegations, involving prima facie vigilance angle, is conveyed via enclosures of an

email, such complaint shall be sent for genuineness verification by post and handled like any other written complaint. On the other hand, if allegations are plainly exchanged in the main body of an email without any signed enclosures, such complaints shall not be given cognizance and simply filed.

(f) A complaint should preferably be lodged in typed or written form in English or Hindi language for facilitating early action thereon

(g) All types of complaints, even if printed or photocopied should be clearly legible.

(h) Complaints lodged should be genuine and not malicious, vexatious or frivolous and should be based on verifiable facts. If a complaint against a public servant is found to be malicious, vexatious or unfounded, it might attract action against the complainant as per CVC Guidelines.

(i) The complaint should not be anonymous or pseudonymous

(j) For the purpose of authentication of the complaint, the complainant is required to provide a copy of his/her Identity proof.

(k) Complaint should be specific with adequate evidence

(l) The complaint should not be biased or based on any personal grievances

(m) Normally one specific issue should be raised in one complaint. However, if more than one specific issues are there, it is better to raise the same in separate complaint. Further, Complainants, while forwarding their complaints should mention details one by one in a coherent manner so that the same can be understood unambiguously.

(n) The complainants should lodge complaints only regarding issues having vigilance angle and which are not part of any litigation in any courts, tribunals, etc.

(o) Complainants who want to keep their identity confidential, should file their complaint under the PIDPI Resolution.

(p) The complainants who want to make whistle blower complaint under PIDPI Resolution should familiarize themselves with the proper procedure of PIDPI Resolution which is available in the link <https://www.cvc.gov.in/?q=citizens-corner/whistle-blower-complaints>

(q) EPFO Vigilance shall abide by the DoPT / CVC instructions/guidelines on complaint handling, as amended from time to time.

2. ACTION ON ANONYMOUS / PSEUDONYMOUS COMPLAINTS

(a) No action shall be taken on anonymous / pseudonymous complaints in line with CVC guidelines.

(b) Any complaint that does not bear the name and address of the complainant is an anonymous complaint. No action is to be taken on anonymous complaints by the Vigilance Division, irrespective of the nature of allegations, and such complaints shall be filed, without any action.

(c) Similarly, no action will be taken by the Vigilance Division in the case of complaints which are treated as pseudonymous. A complaint that does not bear the full particulars of the complainant or is unsigned or is not subsequently acknowledged by a complainant as having been made is a pseudonymous complaint. Complaints will be referred to the complainant for confirmation / genuineness verification and if no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days of sending the reminder, if still no response is received, the said complaint shall be filed as pseudonymous .

(d) The Central Vigilance Commission vide *Circular No. 98/DSP/09 dated 24.09.2020* has reiterated that no action shall be taken on anonymous / pseudonymous complaint by Ministries / Departments / Organisations in the light of the guidelines issued vide *DoPT OM No. 104/76/2011-AVD. I dated 18.10.2013*.