

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT**

**RAJYA SABHA**

**UNSTARRED QUESTION NO. 243  
TO BE ANSWERED ON 03.02.2021**

**COMPLAINTS MECHANISM IN EPS**

**243.SHRI SANJAY RAUT:**

**Will the Minister of Labour and Employment be pleased to state:**

- (a) the mechanism Employees Provident Fund Organisation (EPFO) is using to scrutinizing firms that circumvent rules to avoid providing Employees' Pension Schemes (EPS) benefits to their employees; and**
- (b) whether there is any provisions/mechanisms for receiving complaints of such firms and subsequently investigate them?**

**ANSWER**

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT  
(SHRI SANTOSH KUMAR GANGWAR)**

**(a): The Employees' Provident Funds and Miscellaneous Provisions (EPF and MP) Act, 1952 and the schemes framed thereunder provide statutory framework of duties and responsibilities on the employers to extend membership to all eligible employees and remit the dues through Electronic Challan cum Returns (ECR) on monthly basis.**

**In the event of establishment committing default in discharge of statutory responsibilities of timely filing of ECR, 'alerts' is sent through SMS and email for filing the ECR. If the employers fail to respond to the alerts, the cases are taken for e-Inspections followed by physical visit by Enforcement Officers (EO), if required. The e-Inspections are allotted through Shram Suvidha Portal (SSP) and reports are filed by EO on the SSP. Quasi-judicial process under sections 7A, 14B, 7Q, 8B to 8G and 14 of the EPF and MP Act, 1952 is also invoked in default cases.**

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**(b): Employees Provident Fund Organisation (EPFO) has EPFiGMS, an internet based grievance management system for stakeholders and public at large to lodge grievances against employers and allows tracking/monitoring of grievances till its final redressal. EPFiGMS has been integrated with UMANG App so that more and more citizens can have access to EPFiGMS. Grievance/complaint regarding non-enrollment of eligible employees and non-payment of dues by employers lodged on the EPFiGMS get allotted for investigation and report / reply to complainant. In case of complaints received offline or through email from various sources are also uploaded and monitored through a dedicated Complaint Dashboard. Besides, complaint can also be lodged by any person on Centralized Public Grievance Redress And Monitoring System (CPGRAMS).**

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