



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, BHAIKAJI CAMA PLACE, NEW DELHI 110066

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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)

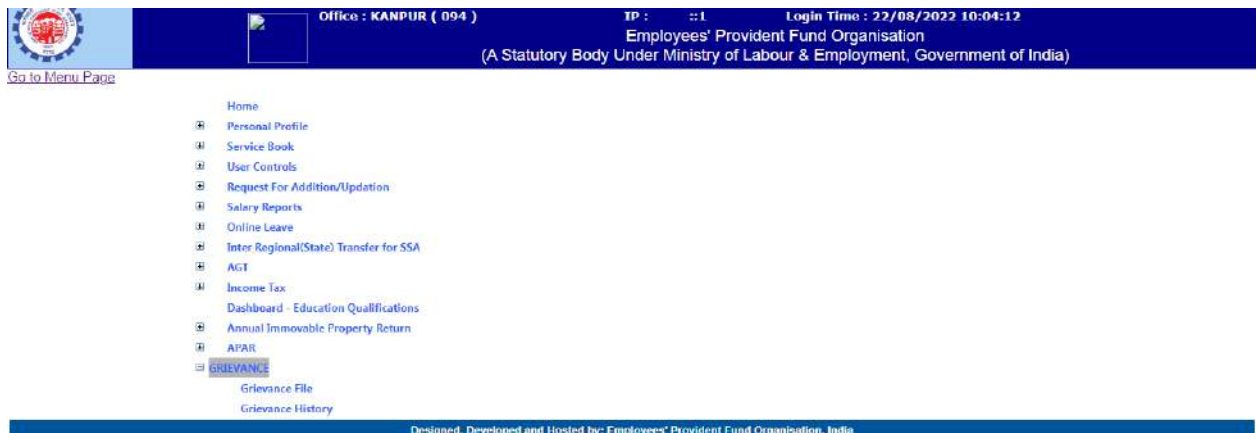
Regional P.F. Commissioner-II (HRM)



## **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:-



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



- 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\*  
 REMARKS FOR GRIEVANCE\*  
 RELEVANT DOCUMENT

SELECT  
 INCREMENT  
 MACP  
 PROMOTION  
 TRANSFER

Choose File No file chosen  
 (Only PDF File Upto Size of 1 MB is Allowed)

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**

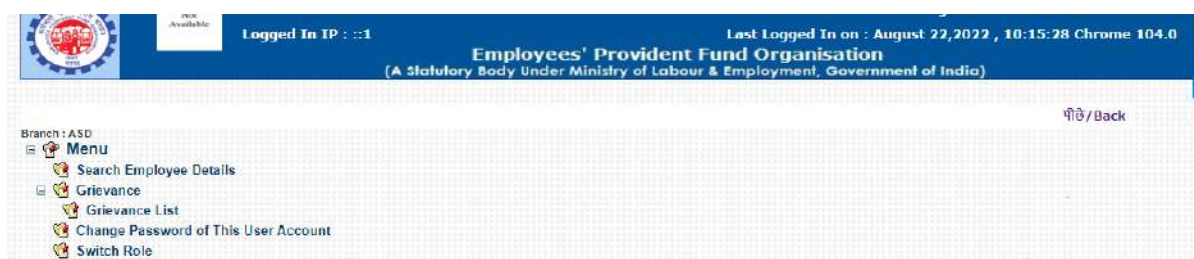
(II) **STFGRV-ZO**

(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

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Help पीछे/Back

### Grievance File List

**Search By**

Grv Year : 2022 Action Status : SELECT Search Clear

Total Grievance : 2

Grv. Id	Grv. Year	EID	Name	Present Desig	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
<a href="#">2022_MCP_1</a>	2022			RPFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/08/2022	MACP	Pending
<a href="#">2022_INC_2</a>	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?

OK Cancel

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

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

Present Office : KANPUR Posted Office : HO-KANPUR Zonal Office : UTI AR PRADESH (KANPUR)  
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 : Order No : Order Date :  
Remarks : Action Date : Relevant Doc :

**ACTION**

Action : Forward Order No : ORDER NO Order Date : dd/mm/yyyy  
Remarks : DSGDFG  
Relevant Document : Choose File No file chosen

SUBMIT

Close Print

**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

ZO : SELECT RO : SELECT

Search Clear

Total Grievance : 1

Grv. Id	Grv. Year	FID	Name	Present Design	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
<a href="#">2022_TRF_5</a>	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

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**Action For Grievance Id - 2022\_TRF\_5**

**GRIEVANCE BASIC DETAILS**

Grievance Id	: 2022_TRF_5	Name	: [REDACTED]	Present Desig	: RPFCL
EID	: [REDACTED]	Posted Office	: RO-KANPUR	Zonal Office	: UTTAR PRADESH (KANPUR)
Present Office	: KANPUR	DOJ	: 22/05/2003	DOR	: 30/11/2036
DOB	: [REDACTED]	Grv. Date	: 18/08/2022	Relevant Doc	: <a href="#">View Document</a>
Grv. Reason	: TRANSFER				
Grv. Matter	: dsf				

**RO-ACTION DETAILS**

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

**ZO-ACTION DETAILS**

Action Taken	: [REDACTED]	Order No	: [REDACTED]	Order Date	: [REDACTED]
Remarks	: [REDACTED]	Action Date	: [REDACTED]	Relevant Doc	: [REDACTED]

**ACTION**

Action	: <input type="text" value="SELECT"/>	Order No.	: <input type="text" value="ORDER NO"/>	Order Date	: <input type="text" value="dd/mm/yyyy"/>
Remarks	REMARKS FOR GRIEVANCE				

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 : [REDACTED]

Role : STFCRV-ZO

Logged In IP : ::1

localhost:13634 says

Are you sure you want to submit grievance?

Designation : SSSA

August 22,2022 , 10:24:33 Chrome 104.0

Government of India

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	: [REDACTED]	Order Date	: [REDACTED]
Remarks	: DGDFG	Action Date	: 22/08/2022	Relevant Doc	: [REDACTED]

**ZO ACTION DETAILS**

Action Taken	: [REDACTED]	Order No	: [REDACTED]	Order Date	: [REDACTED]
Remarks	: [REDACTED]	Action Date	: [REDACTED]	Relevant Doc	: [REDACTED]

**ACTION**

Action	: <input type="text" value="Forward"/>	Order No.	: <input type="text" value="ORDER NO"/>	Order Date	: <input type="text" value="dd/mm/yyyy"/>
Remarks	DFF				

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:-

Grv. Id	Grv. Year	EID	Name	Present Desig	Present Office	Posted Office	Grv. Filing Date	Grv. Reason	Grv. Status
2022_MCP_1	2022			RFFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/05/2022	MACP	Forwarded
2022_INC_2	2022			RFFC-I	HEAD OFFICE	HO-HEAD OFFICE	18/05/2022	INCREMENT	Pending
2022_INC_3	2022			SS	NATRSS	VIG-Z/D-NZ	18/05/2022	INCREMENT	Pending
2022_PRN_4	2022			SSSA	ZTI-NZ	TRAINING-ZTI-NZ	18/05/2022	PROMOTION	Pending
2022_TRF_5	2022			RFFC-I	KANPUR	RO-KANPUR	18/05/2022	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			
<b>GRIEVANCE BASIC DETAILS</b>			
Grievance Id	: 2022_MCP_1	Name	:
EID	:	Present Design	: RPFC-I
Present Office	: HEAD OFFICE	Posted Office	: HO-HEAD OFFICE
DOB	:	Zonal Office	: HEAD OFFICE
Grv. Reason	: MACP	DOJ	: 17/10/2003
Grv. Matter	: sdf	Grv. Date	: 18/08/2022
		DOR	: 31/03/2034
		Relevant Doc	:
<b>RO-ACTION DETAILS</b>			
Action Taken	: Forward	Order No	:
Remarks	: DFGDFG	Action Date	: 22/08/2022
		Order Date	:
		Relevant Doc	:
<b>ZO-ACTION DETAILS</b>			
Action Taken	:	Order No	:
Remarks	:	Action Date	:
		Order Date	:
		Relevant Doc	:
<b>HO-ACTION DETAILS</b>			
Action Taken	:	Order No	:
Remarks	:	Action Date	:
		Order Date	:
		Relevant Doc	:
<b>ACTION</b>			
Action	: SELECT	Order No.	: ORDER NO
		Order Date	: dd/mm/yyyy
Remarks	REMARKS FOR GRIEVANCE		
Relevant Document	Choose File No file chosen		
SUBMIT			
Close Print			

- 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.							
		OK							
		SignOut							
		Designation : RPFC-I							
		August 22, 2022 , 10:30:03 Chrome 104.0							
		Help							
		पीछे/Back							
<b>Grievance File List</b>									
Search By									
Grv Year	: 2022	Action Status							
ZO	: SELECT	RO							
		Search Clear							
Total Grievance : 5									
Grv. Id	Grv. Year	EID	Name	Present Design	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-ZVD-NZ	18/08/2022	INCREMENT	Pending