

EPFO to employers: Solve employees' account linked problems, use social media

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Retirement Fund body **Employees' Provident Fund Organisation (EPFO)** has asked establishments to create Facebook and Twitter accounts so that employees can raise their grievances on social media. The EPFO said this on its official Twitter handle @socialepfo

“Dear Employer, kindly create Facebook and Twitter accounts and encourage employees to raise grievances on Facebook & Twitter accounts of establishments and please reply promptly to such queries and resolve their grievances” the tweet said.

This has been done in the wake of the nationwide lockdown because of the coronavirus pandemic. “During lockdown many employees can't reach you in person for their issues related to EPF,” the tweet further said.

See Tweet Below:



The EPFO has also asked employers to create Facebook and Twitter accounts and share the details with the employees, if there was no existing in-house grievance redressal portal of the company. It further said that the company must encourage its employees to share their EPFO account related queries on the company's social media pages and reply promptly to the employees' queries.

If the action required any intervention from the EPFO, the employees can register their grievances on EPFO grievance portal EPFIGMS (<http://epfigms.gov.in>).

EPFIGMS - This is EPFO's in-house grievance redressal platform. The organisation claims to have solved 92 per cent of the grievances within 20 days of the complaints. Around 4 per cent is resolved in between 20 and 30 days and less than 60 days.

Disclaimer: The content above is taken from the source mentioned

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EPFO has over 6 crore subscribers, 12 lakh employers and 65 lakh, pensioners. EPFO has a robust mechanism for addressing account holders' grievances. The organisation works under the aegis of Ministry of Labour & Employment, Government of India with 21 Zonal offices, 138 regional offices and 117 district offices.