

CHAPTER II 4 (b) (xv) : PARTICULARS OF FACILITIES AVAILABLE TO
CITIZENS FOR OBTAINING INFORMATION

The Organization

The Coal Mines Provident Fund Organisation has been entrusted with the responsibility of administering the Coal Mines Provident Fund and Miscellaneous Provision Act, 1948 and different schemes framed there under. It is an autonomous Organisation governed by a Board of Trustees and functions under the overall supervision of Ministry of Coal.

Schemes

We administer the following Schemes:-

- (a) Coal Mines Provident Fund Scheme, 1948.
- (b) Coal Mines Family Pension Scheme, 1971(merged with Pension Scheme in 1998)
- (c) Coal Mines Pension Scheme, 1998.
- (d) Coal Mines Deposit Linked Insurance Scheme, 1976.

All the eligible employees of coal industry (public or private sector) are covered under the above Schemes.

Location of Offices

- (1) Office of the Commissioner, Coal Mines Provident Fund, Jagjivan Nagar, Dhanbad-826014 (Jharkhand).
Telephone No. 0326 - 2202114
Fax No. 0326 - 2202297
Website – www.cmpfo.gov.in
- (2) Office of the Joint Commissioner, Division-I, CMPF, Jagjivan Nagar, Dhanbad-826014 (Jharkhand).
Telephone No. 0326 - 2203938
Fax No. 0326 - 2203100
- (3) Office of the Joint Commissioner, Division – II, Coal Mines Provident Fund, Jaripatka, Nagpur – 14 (Maharashtra)
Telephone No. 0712 - 2642279
Fax No. 0712 - 2654975

Mission

- Providing social and financial security to the employees working in coal industry.
- Ensuring optimum returns on the contributions of the members.

: 2 :

Vision

Making CMPFO one of the best social security Organisation internationally by providing online settlement of PF, Pension and other claims for the members, online status information about their claims and minimum real time online grievance redressal,

- Maintaining highest level of security in investments made,
- Creating smooth systems for processing of claims and disbursements,
- Providing a transparent, people-friendly and responsive administration for the benefit of employees and pensioners,
- Protecting interest of the employees Vis-a-Vis their employers and enforcing the Act and Schemes with firmness, fairness and fearlessness,
- Introducing the most advanced tools of information technology to facilitate and improve performance, monitoring and compliance.

Redressal of Public Grievances

- (a) All the officers dealing with PF and Pension matters have been instructed to regularly meet the members and attend to their grievances.
- (b) The Commissioner himself meets members everyday at any time, when he is in the headquarters office.
- (c) A senior Officer at CMPF Organisation Headquarters at Dhanbad and all regional offices have been designated as Grievance Officer Central Public Information Officer under Right to Information Act, 2005 and he regularly attend to the grievances of the members.

Vigilance Officer: - Shri M.K. Jha,
Chief Vigilance Officer,
Coal Mines Provident Fund, Jagjivan Nagar,
Dhanbad – 826014 (Jharkhand).

Telephone No. 0326 - 2207030

Grievance Officer:- Shri Haridwar Pathak,
Assistant Commissioner-I
Coal Mines Provident Fund, Jagjivan Nagar,
Dhanbad – 826001(Jharkhand).

Telephone No. 9934110429