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By Speed Post



कोयला खान भविष्य निधि  
आयुक्त का कार्यालय

58/15

OFFICE OF THE  
COAL MINES PROVIDENT FUND COMMISSIONER

पुलिस लाइन, हीरापुर,  
धनबाद - 826014 (झारखंड), भारत

POLICE LINE, HIRAPUR,  
DHANBAD - 826014 (JHARKHAND) INDIA

पत्रांक. सं. सी.पी.एफ./  
Letter No.CPF/CP/Citizen's Charter/272/1649

दिनांक:  
Date: 6 August, 2013

To

Under Secretary,  
Ministry of Coal, Government of India,  
PRIW-III, Scope Minar,  
4<sup>th</sup> Floor, Lakshmi Nagar,  
New Delhi-110091.



Sub: Citizen's Charter of CMPFO.

Ref: Ministry of Coal Letter No.20/530/6/2013—PRIW-III dated 12.07.2013.

Sir,

I am directed to invite your attention to subject and reference noted above and forward herewith updated Citizen's Charter of CMPFO.

Yours faithfully,

Encl: As above.

(S.K.Sinha)

Regional Commissioner

o/c  
S.K.Sinha  
05/8/13

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## Citizen Charter of Coal Mines Provident Fund Organisation (CMPFO)

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### The Organisation

The Coal Mines Provident Fund Organisation has been entrusted with the responsibility of implementing the Coal Mines Provident Fund and Miscellaneous Provision Act, 1948 and different schemes framed there under. It is an autonomous Organisation governed by the 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, 1977 (merged with Pension Scheme in 1998),
- (c) Coal Mines Pension scheme, 1998
- (d) Coal Mines Deposit Linked Insurance Scheme, 1976.

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

### Location of Offices

- Office of the Commissioner, Coal Mines Provident Fund,  
Jagjivan Nagar, Dhanbad-826001 (Jharkhand)  
Telephone No. 0326-2202114  
Fax No. 0326-2202297  
Website- [www.cmpfo.gov.in](http://www.cmpfo.gov.in)

• 24 Regional Offices of CMPFO are as under:

Sl. No	Regional Office	Name & address of Regional Office	STD Code	Tel. No.	Fax No.
1	Dhanbad-I	CMPFO, Region-I, Dhanbad-826001, Jharkhand	0326	2224538	2210681
2	Dhanbad-II	CMPFO, Region-II, Dhanbad-826001, Jharkhand	0326	2211527	2203244
3	Dhanbad-III	CMPFO, Region-III, Dhanbad-826001, Jharkhand	0326	2203398	2223765
4	Asansol-I	CMPFO, Region-I, BB College Road, Ushagram, Post Box No. 144, P.O.- Asansol, Distt.- Burdwan -713303 (WB).	0341	2274164	2274180
5	Asansol-II	CMPFO, Region-II, BB College Road, Ushagram, Post Box No.144, P.O.- Asansol, Distt-Burdwan- 713303 (WB).	0341	2274797	2274302
6	Asansol-III	CMPFO, Region-III, BB College Road, Ushagram, Post Box No.144, P.O.-Asansol, Distt-Burdwan- 713303.( WB).	0341	2274174	2274796
7	Asansol-IV	CMPFO, Region-IV, BB College Road, Ushagram, Post Box No.144, P.O.- Asansol, Distt -Burdwan- 713303 (WB).	0341	2274185	2274191
8	Ranchi-I	CMPFO, Region-I, RIADA Building, 4 <sup>th</sup> Floor, Namkum , Industrial Area, Ranchi- 834 001.	0651	2460056	2460041
9	Ranchi-II	CMPFO, Region-II, 'Mayfield' Building, Station Road, P.O. Chutia, Ranchi- 834 001	0651	2461662	2461662
10	Ranchi-III	CMPFO, Region-III, RIADA Building, 4 <sup>th</sup> Floor, Namkum, Industrial Area, Ranchi- 834010	0651	2460269	2460423
11	Jabalpur	CMPFO, Gupteswar, Shaktinagar, Jabalpur-482001 (Madhya Pradesh)	0761	2420498	2420480
12	Bilaspur	CMPFO, Seepat Road, P.O.- Chattidih, Bilaspur - 495006 (Chhattisgarh).	07752	246434	246435
13	Nagpur	CMPFO, P.O. Jaripatka, Nagpur- 440014, (Maharashtra)	0712	2642430	2653031
14	Chhindwara	CMPFO, Near T.B. Sanatorium, Chhindwara- 480001(MP).	07162	248747 (O)	246315
15	Deoghar	CMPFO, Sonali Building, Court More, Deoghar- 814112, (Jharkhand).	06432	230942	232610
16	Godavarikhani	CMPFO, Millenium Quarters, I.B. Colony, Opp. Bus Stand, P.O.- Godavarikhani, Distt- Karimnagar (A.P.) - 505209.	08728	235555	235511

17	Kothagudem	CMPFO, Kothagudem Collieries, Distt. Khammam- 507101 (AP.)	08744	247096	247827
18	Kolkata	CMPFO, 1, Council House Street, 1 <sup>st</sup> Floor, Kolkata- 700001(West Bengal).	033	22481272	22130103
19	Margherita	CMPFO, P.O. Margherita, Distt. Tinsukia- 786 181 (Assam)	03751	221992	221414
20	Sampalpur	CMPFO, MCL Complex, Anand Vihar, UCL Burla, Sambalpur, (Orissa)-768020.	0663	2542817	2542238
21	Singrauli	CMPFO, Singrauli, .Near NSC Jayant, P.O.- Jayant, Distt- Sidhi- 486889 (MP).-	07805	277700	277745
22	Talchar	CMPFO, Jagarnath Colony, P.O. Balanda, Talcher, Distt.- Angul- 759116 (Orissa).	06760	260531	262860
23	Delhi	CMPFO, Liaison Office, FI & F5, DDA Market No.- 2, Block- G, Preet Vihar, New Delhi , Pin -110092.	011	22014654	22014651
24	Jammu	CMPFO, 11A Extn., Shastri Nagar, Jammu-180004 (J&K)	0191	2431826	2456815

### Mission

- To *provide* social and financial security to the employees working in the coal industry.
- To *ensure* optimum returns on the contributions of the members.
- To *ensure* settlement of complete claims within a month and strive to ensure settlement of incomplete claims also within least possible time.

### Service Standards

Sl.No.	Main Services	Standard
1	Settlement of P.F. Claims	30 Days
2	Settlement of Pension Claims (under CMPS,98)	30 Days
3	Settlement of Pension Claims (under CMFPS,71)	30 Days
4	Settlement of P.F.Advance Claims	30 Days
5	Redressal of Grievances	30 Days

**Vision:**

To make **CMPFO** one of the best social security Organisation conforming to international standards by providing online settlement of PF, Pension and other claims of the members and online grievance redressal through **CPGRAMS** system.

**Our provisions are:**

- Maintaining highest level of security in the 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 the interest of the employees vis-à-vis their employers and enforcing the Act and Schemes with utmost commitment and transparency.
- Introducing the most advanced tools of information technology to facilitate and improve performance, monitoring and compliance.

**Redressal of Public Grievances**

**Vigilance Officer:**

**Shri M.K.Jha,**

**Chief Vigilance Officer,**

Coal Mines Provident Fund, Jagjivan Nagar,

Dhanbad—826001 (Jharkhand)

Telephone No. 0651-2230060

Fax No. 0651-2232216

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Grievance Officer:

Shri C.K.Verma,

Assistant Director (Hindi)

Coal Mines Provident Fund, Jagjivan Nagar,

Dhanbad—826001 (Jharkhand)

Telephone No. 0326-2204871

Future Plans

CMPFO is going to introduce E-Governance System and a sub-site for speedy Redressal of grievance within the main website of the Organisation very shortly. Digitization of data and valuable information has been almost completed under the NIDHI Project (New Initiative for Digitization and Handling Information).

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