

1.4. Norms for discharge of functions [(Section 4(1)(b)(iv)]

1.4.2. Norms / Standards of Functions & Service Delivery

1. Objective

- To ensure **prompt, fair and transparent redressal** of grievances received from:
 - Subscribers (employees)
 - Pensioners
 - Employers
 - Other stakeholders
- To uphold principles of **accountability, responsiveness, and time-bound disposal.**

2. Channels for Receipt of Grievances

- Grievances are received through:
 - **CPGRAMS**
 - **CPENGRAMS**
 - **C-CARES**
- Official email / dak
- References from:
 - Prime Minister's Office
 - Ministry of Labour and Employment
- Physical representations

3. Grievance Wing of CMPFO

- The Grievance Section of CMPFO Headquarters functions as a **central monitoring and facilitation unit**, ensuring **time-bound, transparent, and effective redressal** of grievances while strengthening administrative accountability and improving service delivery standards.
- **Shri Nafis Alam, Assistant Director (Griev.)** has been nominated as the Grievance Officer of CMPFO.

4. Nodal Officers & Appellate Authority of Grievance

- The complete details of Nodal Officers & Appellate Authority of Grievances are available in the official website of CMPFO.
- The Nodal grievance officer shall dispose of the grievance within 14 days from the date of receipt of the grievance.
- It is the responsibility of the Nodal Officer to monitor and dispose of the grievances within the stipulated timeline of 14 days.
- The Nodal Officers shall ensure that the grievances are handled with sensitivity and that communication to complainants is polite and respectful.
- The Complainant shall have the opportunity to raise an appeal to the Appellate Authority, if his/her grievance is not redressed within the timeline by the Nodal officer.

5. **Registration & Acknowledgement**

- All the grievances (whether received through e-mail/ Dak/ In person) shall be recorded in a register and assigned a unique Grievance ID (CMPFOPG/CALENDAR YEAR/MONTH CODE/RO CODE/SR NO) for e.g., CMPFOPG/2025/08/NGP/01.
- Acknowledgement sent to complainant (where applicable)
- The grievance ID shall be mentioned in every communication with the complainant, HQRs, Coal Company, etc.

6. **Rationalisation & Standardisation of Grievances**

- Grievances are examined and categorized based on:
 - Pension Disbursement
 - PF/Pension Settlement
 - Corruption
 - PF A/C updation
 - Administrative complaints

7. **Forwarding & Action**

- Grievances are sorted out and disseminated to the concerned Branches of CMPFO Headquarters and Regional Offices of CMPFO.
- Clear instructions issued for:
 - **Fact verification** and addressing of the grievances within 10 days.
 - **Action Taken Report (ATR)** submission

8. Time-bound Disposal Norms

- As per guidelines issued by CMPFO Headquarters the grievances received in CPGRAMS are to be addressed within 10 working days.
- Monitoring of:
 - Pending cases
 - Overdue grievances

9. Monitoring & Follow-up

- Regular follow-up with Regional Offices
- Issuance of:
 - **Reminders**
 - **DO letters (if required)**
- Escalation in case of:
 - Delay
 - Unsatisfactory ATR

10. Quality of Disposal

- Ensure:
 - **reasoned replies**
 - Proper documentation
 - Compliance with rules (CMPF Scheme / CMPS)
- Avoid:
 - Vague or incomplete replies
 - Mechanical disposal

11. Communication with Complainant

- Final reply includes:
 - Action taken
 - Relevant facts
 - Applicable rules
- Maintain:
 - Clarity, openness, politeness, and transparency

12. Record Maintenance

- Maintain:
 - Digital records (CPGRAMS)
 - Digital records (e-office)
 - Physical files (if applicable)
- Ensure:
 - Easy retrieval
 - Audit compliance

13. Reporting & Review

- Preparation of:
 - Monthly reports
 - Pendency analysis
- Submission to:
 - Ministry of Coal
 - Senior Officers / Commissioner
- Identification of:
 - Systemic issues
 - Recurring grievances

14. Coordination

- Close coordination with:
 - Regional Offices of CMPFO
 - Policy Division of CMPFO
 - Banks
 - Pension Section
 - IT Section
 - Administration Section
- For:
 - Quick resolution
 - Policy clarification

15. Accountability

- Fixing responsibility in cases of:
 - Delay
 - Negligence
- Ensuring:

- Continuous improvement in service standards

16. Transparency & Vigilance

- Handling sensitive complaints carefully
- Forwarding vigilance-related matters to:
 - Competent authority
- Maintaining confidentiality where required

17. Conclusion

- The Grievance Section of CMPFO Headquarters plays a vital role in ensuring responsive, transparent, and citizen-centric administration by facilitating timely redressal of grievances relating to Provident Fund, Pension, and allied matters. The Section functions as a central coordinating and monitoring mechanism for effective grievance handling across all Regional Offices and Sections of CMPFO.
- By adhering to prescribed timelines, maintaining proper records, ensuring accountability, and promoting courteous communication with stakeholders, the Grievance Section strives to enhance public trust and improve service delivery standards. Continuous monitoring, follow-up, and analysis of grievances also help in identifying systemic deficiencies and initiating corrective measures for administrative improvement.
- The Grievance Redressal mechanism of CMPFO is therefore aimed not only at resolving individual grievances but also at strengthening institutional efficiency, transparency, and good governance in the organization.