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कर्मचारी भविष्य निधि संगठन

Employees' Provident Fund Organisation

श्रम एवं रोजगार मंत्रालय भारत सरकार

Ministry of Labour & Employment, Govt. Of India

मुख्यकार्यालय/Head Office

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To

All Additional Central Commissioners (Political States)
All Regional Offices & Sub-Regional Offices

Sub: Introduction of SMS system in EPFO.

Sir,

It gives me great pleasure to announce launching of SMS based communication platform of EPFO. It is a state of art communication platform using which EPFO will be able to proactively communicate with all customers. Implementation of this system will go a long way in complete automation of establishing a central depository of data-base of Employers and Employees.

We are pleased to inform that a comprehensive solution based on the needs of EPFO has been customised with the help of BSNL and IS Division. The solution shall offer a centralised SMS, based communication platform which will be connected with all 120 field offices. The SMS service has been taken up for the employees, employers and EPFO officials. The range of services to be provided are explained below in brief:-

SMS facility for the PF Member

1. Automatic SMS Broadcast of Claim, Pension settlement and NEFT transfer.
2. Automatic SMS Broadcast to all EPF account holders at the end of the month regarding their account balance.
3. SMS broadcast informing the missing information/document on receiving the Claims from PF beneficiary.
4. PF Customers will themselves be able to get information of their PF balance ensuring that information is passed on to the right person.
5. Anytime from anywhere the PF claimant may check up their claim status by sending their "Claim ID".

SMS facilities for the Employer:-

- Registration/updation of mobile Number of the Establishment
- Remittance status
- Return status
- Send SMS alert to companies informing short/excess payment, when the Company files return.

SMS service for the EPFO staff shall also commence simultaneously by way of

- Group SMS
- Scheduled SMS
- Flash SMS
- SMS based Project monitoring

All the Officer Incharge are requested to take some extra effort to collect the mobile numbers of all the employers and subscribers (employees) of the establishments covered under their jurisdiction. The following may be done for collecting the mobile numbers.

- a) A separate column for providing mobile number be given in the claim form. On pre-printed stationery, a rubber stamp for the same may be fixed while distributing the claim form.
- b) The mobile numbers of all the pensioners may be got collected by writing to them to their addresses given in the file.
- c) The establishment may be asked to provide its own mobile number under the signature of authorised signatory.
- d) The employer may also be encouraged to provide the mobile number of their employees. This may be done by the employer in the following format.

Sl. No.	PF Acc. No.	Name of the Employee	Mobile No.
1			
2			

This information may be provided in a Excel file format alongwith hard copy as well as soft copy. The hard copy should be signed by the authorised signatory of the establishment. The soft file should have the following naming convention "office name-pf code estt. xls"

The soft copy may be got verified with the hard copy and sent to Head Quarter for keeping in the data base. The same procedure may be adopted for submission of mobile numbers of the establishment to the Head Office.

- e) Advertisement in the local newspaper may be given in this regard.

- f) The employer and employees association/unions may be informed in this regard and their help may be taken to complete the mobile number data base.

Apart from the above mobile number of all the officers of the rank of AO/EO and above may be collected and forwarded to IS Division.

This may be done at the earliest so that we can provide the facility of Short Messaging Services (SMS) to maximum number of employers and employees covered under EPF and MP Act.

Initially a beginning has been made by providing information through SMS to the members who have given their mobile number alongwith the claim form. This service shall be gradually expanded to cover other areas of customer service.

All the offices in the field are requested that they should transfer the file containing NEFT payment amount and mobile number on daily basis to the Secure File Transfer Protocol Server (SFTPS) in order to send the SMS to all the beneficiary whose claims are to be settled and payments are released through NEFT. In case you have any question you may like to inform the same to IS/Project Division. The technical details of how to send/upload the data/file is enclosed as Annexure-I. This may be treated as urgent. Further, instructions in the matter will follow shortly.

Yours faithfully,



(B.K. Panda)

Additional Central Commissioner (IS)

Copy to:

1. FA & CAO
2. Chief Vigilance Officer
3. All ACCs in Head Offices
4. Chief Engineer
5. All officers in Head Office
6. RPFC (NDC) for uploading on wave site.

Annexure-I

Standard Operating Procedure for uploading data for Centralised SMS facility

In order to facilitate smooth upload of data to the central FTP Server, a link viz., "Data upload" is being provided under the "For Office Use" section of our central website. The following procedure may be adopted:

- The files generated for SMS purpose may be copied from the server and copied in a window based PC with Internet connection to upload the same through our website.
- Clicking the above mentioned link will take you to the upload page, wherein necessary credential has to be provided for authentication.
- You can use the "Browse" button and select the files to be uploaded. On clicking the "Upload" button, the files will be placed in the corresponding folder of the office.
- On completion of the task, logout from the page using the "Logout" button.

All offices have been provided with a user name and password for this purpose and the same is being intimated through the official email ID of the respective office.

This web interface is being provided as a stop gap measure. The actual requirement is a Linux system – **other than the server** - which has to be configured for SFTP. All offices are requested to identify a system for this purpose. A step-by-step installation procedure is being issued separately.