

**Action Taken Report on minutes of Review Meeting held under the chairmanship of Shri Jatothu Hussain, Hon'ble Member, NCST on 10.11.2025 held at EPFO, HEAD Office, EKN.**

Sl. No.	Issues	Action Taken Report
<b>I. General Issues</b>		
a.	A separate ST Association may be recognized for the ST Employees for early disposal of grievances.	There are no restrictions from the side of department in creation of a separate Association for ST Employees.
b.	Office Accommodation with basic facilities may be provided to SEWA.	The same shall be considered based on extant rules/guidelines followed in Central Govt and feasibility of the same.
c.	An Internal Grievance Redressal Committee for STs may be constituted. (as advised by NCST in August, 2021 to All Central Ministries/Department for setting in the PSUs/subordinate offices, copy of the composition of the committee is enclosed).	Noted for compliance. Order issued on 19.01.2026
d.	Janjati Gaurav Diwas/Bhagwan Birsa Munda Jayanti and Dr. B.R. Ambedkar Jayanti may be celebrated officially and necessary funds may be provided for the associations for organising and celebration of the same. The statues of Bhagwan Birsa Munda and Dr. B.R. Ambedkar may be installed at HQ/Corporate and Zonal/Regional Offices.	The same shall be considered based on extant rules/guidelines followed in Central Govt and feasibility of the same.
e.	Meeting with the CEO, EPFO and office bearers of EPFO SEWA along off with ST Employees may be convened on quarterly basis for better redressal of grievances of ST Employees and development of the EOFO. The minutes and Action taken may be maintained and shared with the SEWA	Noted for compliance.

f.	Special Casual Leave may be given to Office bearers of ST Employees' Welfare Association for attending meetings related to welfare of STs. Office bearers of SEWA may be given TA as per rules for attending Quarterly meetings at Head/Regional/Zonal Offices.	The request for Special Casual Leave to office bearers of ST Employees' Welfare Association is given as per the existing rules and instructions issued by the Government of India.
g.	The participation of ST employee's welfare association may be ensured in all DPC and other committees for the interest of STs.	DPCs and statutory committees are constituted strictly in accordance with the extant Government of India instructions and prescribed rules.
<b>II. Service Safeguards issues of employees in EPFO.</b>		
a.	The segregated data of employees of all categories (Group A, B, C) of the EPFO may be provided separately i.e., on own merit and on reservation/non-merit basis for a more comprehensible understanding of compliance of the reservation policy.	Noted.  Information on these parameters is available with concerned division.
b.	Details of employee's transfers including ST employees, who were transferred during last three years may be maintained online for ensuring transparency. The office bearers of ST Association may be given relaxations with regard to transfers.	Transfers lists are already uploaded in public domain on EPFO website  Transfers are done as per the transfer policy approved by the Central Board.
c.	A Separate online Grievance Redressal module may be launched for time-bound disposal of problems faced by the ST Employees.	EPFO has robust online grievance redressal mechanism in internal HR Software.
d.	Rosters for all posts may be made online at Head Office website and Zonal/Regional Offices websites to ensure transparency and to be shared with the ST Associations	Noted for compliance.
e.	The EPFO Management may proactively follow up with the District Authorities and the Maharashtra State Caste Verification Scrutiny Committee to ensure time-bound verification of ST community certificates of employees and officials from Maharashtra. This will help address long-pending cases	EPFO is perusing the matter with District Authorities and the Maharashtra State Caste Verification Scrutiny Committee to ensure time-bound verification of ST certificates.

	and prevent the denial of their rightful entitlements.	
f.	Special training programmes may be organized for ST employees to enhance their skills and support their career progression to higher posts. In addition, training on reservation policy, rosters, and related procedures should be provided.	Induction training courses are conducted for new recruits to the EPFO includes session on sensitization to the cause of Scheduled Caste/Scheduled Tribe. Furthermore, specialized training programs addressing reservation policies, rosters, and related procedures are being conducted on annual basis.  Additionally, instructions are being issued to the PDUNASS campuses to organise special training programs for ST employees to enhance their skills and support their career progression to higher posts. The same would also be henceforth, included in the annual training calendar of the PDUNASS campuses.
<b>III. EPFO Issues</b>		
a.	EPFO may design awareness programmes to help stakeholders better understand its schemes and operations. A clear strategy should also be developed to inform beneficiaries who have not deposited their contributions in the past two years and to guide them on withdrawal of their contributed or accrued amounts.	EPFO regularly undertakes awareness programmes through camps, media campaigns and digital platforms. EPFO participated in the India International Trade Fair, 2025 which received great response and feedback from the visitors (event booklet attached).
b.	A dedicated plan or scheme may be formulated to settle pending balances of beneficiaries who have migrated to other states in search of better employment opportunities. This will help strengthen trust in the organization and enable such beneficiaries to access their entitled funds when needed.	Instructions have already been issued to identify and settle the inoperative accounts.



# EPFO AT IITF 2025





# Message from CPFC

It is a moment of immense pride to present this special magazine capturing EPFO's inspiring participation at the India International Trade Fair (IITF) 2025. This publication reflects not just an event showcase, but the spirit, determination, and transformation journey of EPFO. Our maiden pavilion at IITF 2025 was a powerful demonstration of what a modern EPFO looks like—digitally driven, member-centric, transparent, and accessible. From live service kiosks to instant UAN and claim support, from the Employers Helpdesk to pensioner guidance, the pavilion brought EPFO's digital ecosystem directly to lakhs of citizens. It reaffirmed our commitment to ensuring that social security is not a distant system, but a service available at one's fingertips. The widespread public engagement—especially the enthusiastic participation at quiz kiosks, children's activities, social media booths, art displays, and the vibrant Nukkad Natak provided a unique blend of learning and entertainment. Seeing young students, senior pensioners, employers, and visitors from across India interact, ask questions, and leave empowered was truly rewarding.

This magazine beautifully documents the honour of welcoming our Hon'ble Union Labour & Employment Minister, Shri Mansukh Mandaviya ji,

Hon'ble Minister of State Sushree Shobha Karandlaje ji, esteemed Members of the Central Board of Trustees and Officers from the Ministry of Labour and Employment. Their presence and words of encouragement strengthened our resolve to accelerate EPFO's reform journey.

I extend sincere appreciation to our operational teams, IT and service desks, volunteers, media partners, and everyone whose tireless effort made this pavilion a memorable success. Most importantly, I thank our members, employers, and pensioners for the trust they place in EPFO. EPFO is transforming rapidly—digital workflows, faster services, enhanced grievance redressal, strengthened pension delivery systems, and proactive outreach initiatives reflect a new era of social security. Our participation at IITF 2025 marks a milestone in this journey. As you move through the pages of this magazine, I invite you to relive the energy, innovation, and people-centric spirit that defined EPFO's pavilion. The memories created here are not merely for archive; they are the foundation of the EPFO of the future.

# EPFO's first-ever Modernised Digital Pavilion

## AT IITF 2025

The Employees' Provident Fund Organisation (EPFO), for the very first time, organised its state-of-the-art pavilion at the India International Trade Fair (IITF) 2025 at Bharat Mandapam, New Delhi. The EPFO Pavilion showcased a future-ready, citizen-centric digital experience aligned with the Government of India's vision for 'Ease of Living' and 'Digital Public Services for All.' Visitors explored Pension facilitation zones, Employer helpdesk, e-services demonstrations and awareness corners on social security schemes like EPF, EPS, EDLI, PM-VBRY and newly announced Employees Enrolment Scheme 2025. Each desk was manned by experts from EPFO and providing live access to services. Visitors could file their claims, Joint Declaration, generate UAN, submit Digital Life Certificate in the pavilion.

The EPFO Pavilion offered an interactive and engaging experience for visitors. Touch-screen kiosks enabled users to watch process-learning videos, explore key publications, and understand EPFO's services through an informative quiz. Large display screens continuously played educational content to enhance awareness. To make the experience enjoyable for all age groups, the Pavilion

featured a Kids Play Zone, Nukkad Natak performances, puppet shows, and a selfie booth. Visitors also participated in social-media selfie activities, while children engaged in painting competition. Exciting surprise gifts awaited participants across these activities, making the Pavilion both informative and fun.





# Hon'ble Minister's Visit at EPFO's Pavilion

The EPFO Pavilion was formally inaugurated by Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment, in the presence of Sushree Shobha Karandlaje, Hon'ble Minister of State for Labour & Employment, Shri Ramesh Krishnamurthi, Central Provident Fund Commissioner; along with senior officials from the Ministry of Labour & Employment, EPFO, and key stakeholders.

During the inauguration, Dr. Mansukh Mandaviya expressed immense pleasure at EPFO's debut participation at IITF, noting that the Trade Fair has consistently served as a significant platform to showcase India's development journey. He observed that EPFO's pavilion reflected a refreshed and modern identity, embodying transparency, efficiency and large-scale service delivery.

Hon'ble Minister highlighted that over the past year, EPFO had undertaken decisive reforms to strengthen its digital ecosystem. Initiatives such as the upgraded unified portal, revamped EPFO website, simplified claims processes, real-time grievance redressal, paperless onboarding, and doorstep services for pensioners through Digital Life Certificates significantly enhanced the overall citizen experience.



Dr. Mansukh Mandaviya stated that the pavilion was not merely a display of services but a demonstration of EPFO's commitment to becoming future-ready, member-centric, and technology-driven. He remarked that the pavilion effectively showcased how digital public services can empower individuals, support enterprises, and strengthen trust between citizens and institutions. He also invited visitors, employers, and young citizens to explore the pavilion and understand the critical importance of social security.

Hon'ble Union Minister of State Sushree Shobha Karandlaje extended her best wishes to EPFO for the initiative and encouraged the organisation to continue supporting visitors through on-the-spot services and knowledge dissemination.

Dr. Mansukh Mandaviya further commended EPFO for its sustained progress in strengthening India's social security architecture and underscored the organisation's pivotal role in ensuring financial dignity and security for the country's workforce.



# CPFC Showcases Key Initiatives to Media

During the media interaction, the CPFC outlined EPFO's key reforms and digital upgrades, underscoring the organisation's focus on improving member experience. Reporters explored recent milestones and witnessed live demos that illustrated the ease of EPFO's services. Media engagement successfully showcased EPFO's achievements and initiatives to a wide audience.



# Central Board of Trustees Visit to IITF 2025

The visit by Members of the Central Board of Trustees to the pavilion provided valuable first-hand exposure to EPFO's initiatives in service delivery and digital transformation, highlighting the organisation's ongoing progress and strong commitment to good governance and public outreach.



# EPFO's Pavilion at India International Trade Fair 2025

The EPFO Pavilion at IITF 2025 emerged as a dynamic hub of knowledge and public service, drawing visitors to explore a wide range of digital services related to claim submission, UAN generation, digital life certificate submission, and more. Dedicated kiosks such as the Employers Helpdesk, Pensioners Helpdesk, E-Services, EPFO Knowledge Desk/General Enquiry, and the Pradhan Mantri Viksit Bharat Rozgar Yojana enabled people to access information and resolve queries with ease. Each desk reflected EPFO's mission of empowering India's workforce and demonstrated its strong commitment to ensuring social security for all.



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# EPFO Officers & Officials Providing On-the-Spot Assistance

Dedicated EPFO officials and experts guided visitors with real-time support at the helpdesks. Members received instant solutions for UAN, KYC, claims and pension-related queries. The on-ground team ensured quick redressal of queries and a smooth visitor experience. This initiative highlighted EPFO's commitment to service delivery.



# EPFO at IITF 2025: A Fusion of Learning and Entertainment

The pavilion balanced information with immersive learning experiences. Visitors enjoyed awareness sessions, interactive demos and engaging activities. This blend helped simplify complex processes for members of all age groups. The approach showcased EPFO's modern, people-centric communication strategy.



# Engage, Play & Learn: Members at the Quiz Kiosk

With its dynamic and engaging setup, the Quiz Kiosk captured the interest of visitors of all ages. Participants enjoyed testing their knowledge of EPFO initiatives, gaining awareness through an entertaining quiz format. The inclusion of gifts and a scoring system enhanced the competitive energy and made the activity even more memorable.



# Selfie Moments with Visitors – IITF 2025

A specially designed selfie zone drew continuous attention from visitors, becoming a lively attraction at the event. Visitors captured memorable moments against the EPFO pavilion's backdrop and joyfully shared them on social media. The activity infused a youthful energy into the pavilion, with every post carrying the hashtag #EPFOatIITF2025 showcasing the growing engagement and connection with EPFO.



# Learning Through Nukkad Natak

Through engaging storytelling, the actors brought EPFO benefits to life, presenting them in a way that was easy to understand. The Nukkad Natak captivated audiences with its humour and relatable scenes, effectively conveying important messages on social security. It soon emerged as one of the pavilion's most popular highlights.



# Interactive Learning Experience for School Students

The EPFO pavilion welcomed school groups allowing students to grasp essential ideas about social security and responsible financial planning. Interactive displays and demonstrations made the sessions lively and informative, nurturing early interest in saving. The experience inspired young minds to better understand India's social protection ecosystem.



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# Kids Zone at EPFO Pavilion: Engaging Future EPF Members

The Kids Zone infused the pavilion with cheer and creativity, drawing enthusiastic participation from children. Their colourful artwork showcased boundless imagination, and the fun activities along with attractive prizes made the zone a top highlight.



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# A Token of Gratitude: Memento Distribution

Visitors received EPFO-branded mugs as warm tokens of gratitude. The giveaways added excitement and encouraged more footfall at the pavilion. Each memento reflected EPFO's gratitude towards members and citizens. The initiative strengthened goodwill and left visitors with lasting memories.



# Signing Off with Celebration

The final day of IITF 2025 ended on a high note, filled with enthusiasm and gratitude. Officials of EPFO came together to celebrate the success of dynamic pavilion. The event highlighted EPFO's dedication to service, public awareness, and engagement. As the fair concluded, EPFO reaffirmed its unwavering commitment to empowering every member.



# Way Forward:

EPFO's remarkable participation at IITF 2025 delivered valuable learning and meaningful achievements. The large public turnout, enthusiastic engagement at kiosks, and positive feedback at activity zones reflect the trust people place in EPFO's services. The large visitor turnout reaffirmed the need to expand our kiosks, provide full MIS access across offices, provision of reliable high-speed broadband connectivity and service desks in future editions to reduce wait time and ensure every visitor receives personalised support. Strengthening information dissemination through FAQs, brochures, and demo screens will also help resolve common doubts more effectively and reduce grievance-handling pressure and faster visitor registration systems will enable seamless enrolment of visitor details and comprehensive collection of feedback from all visitors, which remained lower than the actual footfall.

For field offices deployed at such events, structured one-day training programmes at PDNASS focused on public interaction and grievance handling are recommended to enhance the quality of public engagement. Leveraging AI-enabled grievance redressal tools - such as issue categorisation, predictive resolution pathways, and auto-drafted responses-can further reduce pendency and improve consistency in handling complex cases.

Looking ahead, broader branding across outer fair areas will enable EPFO to reach visitors even before they enter the pavilion, increasing visibility and awareness. By enhancing infrastructure and communication strategies, EPFO aims to build an even more seamless, inclusive and impactful public outreach experience, reinforcing our commitment to service excellence and social security accessibility for all.



# EMPLOYEES' LOUNGE

## EMPLOYEES' PR

Ministry of Labour



**Employees' Provident Fund Organisation**  
**Ministry of Labour and Employment**  
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