EPFO successfully concludes Special Campaign 6

Successful public grievance disposal, cleanliness drives and record management by EPFO meeting all targets set

Posted On: 07 NOV 2026 8:06PM by PIB Delhi

Employees' Provident Fund Organization (EPFO) has successfully concluded the Special Campaign 6 conducted during the month of October 2026, reaffirming its commitment to administrative efficiency, cleanliness, transparency and improved public service delivery. The campaign was made successful by active participation of EPFO Head Office, Training Academies, 21 Zonal Offices and various Regional and District offices. The key achievements on various parameters are as under:

1. Disposal of public grievances (PG): EPFO disposed 2,36,021 grievances against a target of 2,05,000 (15.1% above target). This includes disposal of 2,02,984 grievances on EPFiGMS against a target of 1,80,000 (12.8% above target) and 33,037 grievances on CPGRAM (32.1% above target).
2. Disposal of appeals and PMOPG: Similarly, 10,343 CPGRAM Appeals were disposed of against a target of 5,758, (88.1% above target), while 758 PMOPG were disposed of against a target of 747 (5.1% above target). Target to dispose off 36 VIP references and 2 Parliamentary Assurances was also achieved.
3. Conduct of Cleanliness Drives: 598 Cleanliness Target Units were identified and transformed successfully against a target of 570, which is 5% above the target. Besides this, drive of beautification of offices, tree plantation and Blood Donation Camp were also conducted during the Campaign. Further, a total of 68,178 sq. ft space has been freed against a target of 28,300 sq. ft (140.1% above target).
4. Record management: A total of 41,875 physical files have been reviewed against a target of 28,770 (45.6% above target), and 1.383 files have been transferred to the National Archives against a target of 1,277 (8.3% above target). 517 physical files have been identified for weeding against a target of 109 while 342 files have been weeded against the target of 82. As regards e-files, 8,355 e-files have been reviewed against a target of 8,160 (2.4% above target) and 3,106 e-files closed against the target of 3,000 (3.5% above target).

The campaign's progress was regularly monitored at various levels within the EPFO. Mass pledge-taking activities and other grievance redressal drives were conducted at various offices of EPFO. While redressal of public grievances is an on-going activity, quality disposal

of grievances in a time-bound manner was undertaken during the Campaign period. As regards PMOPG, telephonic feedback was taken from the petitioners after its disposal, and an overwhelming percentage of such petitioners expressed satisfaction on the disposal. Furthermore, any suggestions for improvement were also obtained for effecting any micro-level systemic changes. The activities pertaining to cleanliness and record management have not only made offices clean for public dealing but also created space for efficient office management.

The successful conclusion of Special Campaign 6 reflects the EPFO'S continued commitment to good governance, efficient administration, employee well-being and citizen-centric service delivery.

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