



CITIZEN'S CHARTER
OF
ASSAM TEA EMPLOYEES PROVIDENT FUND ORGANIZATION
(UNDER MINISTRY OF LABOUR, GOVT. OF ASSAM)

Address: Assam Tea Employees Provident Fund Organisation,
'Nidhi Bhawan', Lalmati,
Basistha NH-37, Guwahati-781029, (Assam).
Phone: 2300108, 2300604, 2300742, 2304263

Website: www.atppf.nic.in

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VISION

To become a World Class Social Security Organization committed to up-lift the socio-economic conditions of the Tea Workers employed in the Tea Plantations/ Factories of Assam.

MISSION

1. Our primary mission is to provide wide range of social security benefit to the tea garden workers and employees working in the state of Assam.
2. To extend coverage of benefits under different schemes under Assam Tea Employees Provident Fund Organisation to all workers in the Tea Plantation/ Factories.
3. This organisation is committed to provide an efficient and convenient system to ensure that employers meet their responsibility and moral obligations of contributing to the ATEPFO for their employees.
4. To provide timely services for settlement of claims etc.

MAIN SERVICES/TRANSACTION

Sl No.	Subject Matter	Services
1.	Provident Fund.	<p>i) To receive Provident Fund contribution from employees and employers @ 12% respectively.</p> <p>ii) To provide Provident Fund advances on the following grounds:-</p> <p>1) Refundable Advance:-</p> <ol style="list-style-type: none">a) Marriage or death ceremony in the family.b) Specialized medical treatment of the member/ member of the family.c) Higher/ Technical Education. <p>2) Non- Refundable Advance:-</p> <ol style="list-style-type: none">a) Economic hardships due to specified condition.b) Purchase of shares of co-operative societies formed by the members themselves.c) Payment of Life Insurance Premium.d) House building advance. <p>iii) To settle a members Provident Fund account if-</p> <ol style="list-style-type: none">a) He/ she retires permanently.b) His/ Her services are terminated.c) He/ She ceases to be employed in a Plantation for more than 6 months.d) He/ She is an emigrant labour and is exercising his right of repatriation. <p>iv) On cessation of membership, all settlement of claims are made by online transfer into the individual Bank Account of the beneficiaries.</p>

2.	General Pension & Family Pension	<p>i) To provide pensionary benefits to the ceased members or their nominees at the rate & scale provided in the rules.</p> <p>ii) To provide Family Pension benefit @ Rs 1,000/- Rs 1,500/- Per month depending on the amount of Provident Fund balance of the deceased member in addition to lumpsum of Rs 2000/-.</p> <p>iii) General Pension Claims are settled through online transfer into the individual Bank Accounts of the beneficiary.</p> <p>iv) Settlement of Family Pension claims are made by online transfer through DBT & PFMS into individual Bank Accounts of the Beneficiaries.</p>
3.	Deposit Linked Insurance	<p>i) To provide Deposit Linked Insurance benefit to the family of a deceased member having a minimum Provident Fund balance of Rs 1000 or equivalent to the Provident Fund balance subject to minimum Rs. 50,000/- & maximum of Rs 1,00,000/-.</p> <p>ii) Settlement of Deposit Linked Insurance claims are made by online transfer through DBT & PFMS into the individual Bank Account of the beneficiaries.</p>
4.	Individual Receipts	<p>i). Employers are liable to maintain account's in the name of each members.</p> <p>ii). Every year the Employer submit a statement in Form No. 5 to the Board.</p> <p>iii). An annual statement in Form No. 5A is furnished to each member on receipt of the audited Annual Return from the garden/ factory management.</p>
5.	Recovery Mechanism.	<p>i). On failure to deposit Provident Fund Contribution within 30 days from the date of its collection and deposit Deposit Linked Insurance dues within 15 days from the close every month, employers are liable to pay 15% interest per annum on arrear dues as well as pay damage up to a maximum of 100% on liquidated amount of certified dues.</p> <p>ii). Three types of penal actions are resorted to recover the arrear amount of Provident Fund Contribution and Deposit Linked Insurance dues:-</p> <p>a) Criminal prosecution under Section-7 & 7 (2) of the Act.</p> <p>b) Filing of FIR under Section- 403, 405, 406, 408 & 409 of IPC.</p> <p>C) Attachment U/S 15 of the Act.</p>
6.	Supervisory Services.	<p>Audit and Inspection:-</p> <p>i). Individual accounts maintained by the garden management in Form No. 5 are audited annually by the auditors/ officers of the Board.</p> <p>ii). Gardens are inspected at regular intervals by Board Inspector to supervise maintenance of accounts and other related works.</p>

7	Management of fund	All money belonging to the fund are being deposited in the State Bank of India or such other nationalised Banks as the Board be prescribe and are invested under Ministry of Finance, Govt. of India Notification F. No. 11/12/2013-PR. Investment Committee of the Board issues guidelines from time to time in regard to investment pattern and other related matter.
8	Redressal Mechanism.	To get prompt redressal of grievances.

OUR SERVICE STANDARDS

SI No.	Main Service	Standard
1	Provident Fund Settlement & Pension.	Within 45 days from the date of receipt of claims from garden/ factory management.
2	Deposit Linked Insurance.	30 days from the date of receipt of claims by Head Office.
3	Individual Receipt.	90 days from the date of receipt of the audited Annual Return's from the garden/ factory management.
4	Grievance Redressal.	Within 30 days from the date of receipt of the complaint.

RIGHTS OF EMPLOYEES/MEMBERS

1. Right to membership of PF, Pension and DLI Schemes for every worker/ employee of covered T.E./ Factories subject to Scheme Provisions.
2. To receive Individual Receipt of Provident Fund regularly.
3. To submit claim applications and obtain acknowledgement from garden management.
4. To get final withdrawals from Provident Fund within 45 days from the date of submission of claim.
5. To get Provident Fund accumulations transferred to new account on change of employer.
6. To execute nomination for receiving Provident Fund Accumulations/Pension/DLI.
7. To register Grievance and get Redressal within 30 days.

RIGHTS OF EMPLOYERS

1. To approach ATEPFO & seek clarification/guidance relating to P.F. matters.
2. To demand from the Inspecting Officer an ID card.

COMPOSITION OF THE BOARD OF TRUSTEES

The Board of Trustees is constituted by the Govt. Of Assam consisting of the following:-

1. Chairman nominated by Govt.
2. Vice- Chairman nominated by Govt.
3. Four Government Officials nominated by the Govt.
4. Secretary-cum-PF Commissioner appointed under Para 20 of the Scheme.
5. Four employee representatives nominated by the Govt. 6. Four employer's representatives nominated by the Govt.

GRIEVANCE REDRESSAL MECHANISM

Nodal Officers in each Inspectorate/ Zonal Office has been appointed to maintain liaison between the members and Board of Trustees for ensuring prompt redressal of complain.

Zonal/ Inspectorate Office	Mobile No.
1. Dibrugarh Zonal Office	9401744264
2. Tezpur Zonal Office	8011201069
3. Golaghat Zonal Office	9613884948
4. Silchar Zonal Office	9127245789
5. Sivsagar Zonal Office	8473922760
6. Jorhat Zonal Office	7577078867
7. Tinsukia Zonal Office	9531139855
8. Mangaldai Inspectorate Office	9531248727
9. Karimganj Inspectorate Office	7086827250
10. Sonari Inspectorate Office	7576821548
11. North Lakhimpur Inspectorate Office	7086954689
12. Guwahati Inspectorate Office	9127268785
13. Nagaon Inspectorate Office	9127229468

In case of non-redressal within 30 days, Shri A. Das, Addl. PF. Commissioner, Head Office (Mobile: 94355-54060) may be contacted.

OUR- SUBORDINATE OFFICES

Sl No.	Zonal Office.	Sl No.	Inspectorate Office.
1	Asstt. P.F. Commissioner, Dibrugarh Zonal Office, A.T.E.P.F.O. Milan Nagar West, P.O.- C.R. Building, Dist:- Dibrugarh (Assam) Pin:- 786003.	8	The Fund Control Officer Lakhimpur Inspectorate Office, A.T.E.P.F.O., D.K. Road, Ward No-7, P.O. - North Lakhimpur Dist: - Lakhimpur (Assam), Pin:-784160.
2	Asstt. P.F. Commissioner Golaghat Zonal Office, A.T.E.P.F.O. Nidhi Bhawan, Amolapatty P.O.- Golaghat Dist:- Golaghat (Assam) Pin:- 785621	9	The Fund Control Officer Mangaldai Inspectorate Office, A.T.E.P.F.O. Near Telephone Exchange Gerimari, Ward No-1, P.O. - Mangaldoi Dist- Darrang (Assam), Pin-784125.
3	Asstt. P.F. Commissioner Jorhat Zonal Office, A.T.E.P.F.O. A.T. Road, Jorhat, Tarajan P.O.- Jorhat Dist:- Jorhat (Assam) Pin:- 785001.	10	The Fund Control Officer Nagaon Inspectorate Office, A.T.E.P.F.O. B. Baruah Road, Amolapatty, P.O. – Nagaon, Dist: - Nagaon (Assam), Pin: - 782001
4	The Asstt. P.F. Commissioner Silchar Zonal Office, A.T.E.P.F.O. Nidhi Bhawan, Trunk Road Opposite Sumo Stand P.O. – Silchar Dist: - Cachar (Assam), Pin: - 788001.	11	The Fund Control Officer Karimganj Inspectorate Office, A.T.E.P.F.O. Main Road, Near Publicity Office, P.O. - Karimganj Dist: - Karimganj, Pin: - 788710 (Assam)
5	Asstt. P.F. Commissioner Sivsagar Zonal Office, A.T.E.P.F.O. Office of Board of Trustees, Dinanath Bezbaruah Path Near Bezbaruah H.S. School, Amolapatty, Ward No:- 9 Dist: Sivsagar (Assam), Pin:- 785640	12	The Fund Control Officer Sonari Inspectorate Office, A.T.E.P.F.O. Opposite A.C.K.S. Office, P.O. - Sonari, Parbatipur Road, Dist: - Sivasagar (Assam) Pin: - 785690
6	Asstt. P.F. Commissioner Tezpur Zonal Office, A.T.E.P.F.O. Mazgaon, Near Sukhada Nursing Home, P.O.- Nikamol Satra, Tezpur, Dist:- Sonitpur (Assam), Pin:- 784001	13	The Fund Control Officer Guwahati Inspectorate Office, “Nidhi Bhawan”, Lalmati, Basistha, N.H.-37 Guwahati-29, Assam.
7	Asstt. P.F. Commissioner Tinsukia Zonal Office, A.T.E.P.F.O. “Nidhi Bhawan”, Rangagora Road, P.O.- Tinsukia Dist:- Tinsukia (Assam), Pin:- 786125.		

Note: For further details visit www.atppf.nic.in