



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

Address: Assam Tea Employees Provident Fund Organisation,
'NidhiBhawan', Lalmati,
Basistha, NH-37, Guwahati-781029, (Assam).
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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/Tea Factories of Assam.

MISSION

1. Our primary mission is to provide wide range of social security benefits 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/Tea 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.
5. The Schemes run by ATEPFO
 - Provident Fund Scheme,1955.
 - Pension-Cum-Family Pension Scheme, 1967-72.
 - Deposited Linked Insurance Scheme, 1984.
 - Gratuity Scheme,1993.

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) <u>Refundable Advance:</u> -</p> <p>a) Marriage ceremony or death in the family.</p> <p>b) Specialized medical treatment of the member/ member of the family.</p> <p>c) Higher/ Technical Education.</p> <p>2) <u>Non- Refundable Advance:</u> -</p> <p>a) Economic hardships due to specified condition.</p> <p>b) Purchase of shares of co-operative societies formed by the members themselves.</p> <p>c) Payment of Life Insurance Premium.</p> <p>d) House building advance.</p> <p>iii) To settle members Provident Fund account if-</p> <p>a) He/ She retires permanently.</p> <p>b) His/ Her services are terminated.</p> <p>c) He/ She ceases to be employed in a Plantation for more than 6 months.</p> <p>d) He/ She is an emigrant labour and is exercising his/her right of repatriation.</p> <p>iv) On cessation of membership, all settlement of claims is 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. 1,00,000/- & maximum of Rs. 2,00,000/-.</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	Gratuity Scheme	<p>To ensure payment of gratuity by creating a Gratuity Fund with contribution from the employers, Govt. of Assam enacted the Assam Gratuity Act, 1992 (notified in the Assam Gazette dtd. 01-07-1993), and Assam Gratuity Scheme, 1993(notified in the Assam Gazette dtd. 25-10-2005). After amendment of the Assam Gratuity Act, 1992 & Assam Gratuity Scheme, 1993, it has been implemented w.e.f. 29-07-2017.</p> <p>Salient Features of the Assam Gratuity Act-</p> <ul style="list-style-type: none"> ○ The Act will cover all employees (other than apprentices) working in existing tea plantations/factories. ○ The Scheme will be administrated by the Board of Trustees ATEPFO, through the Controlling Authority. ○ The tea plantations/factories having their recognized Gratuity Fund may seek exemption under the Act.
5	Individual Receipts	<p>i) Employers are liable to maintain accounts in the name of each member.</p> <p>ii) Every year the Employer submits 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>
6	Recovery Mechanism	<p>i) On failure to deposit Provident Fund Contribution within 30 days from the date of its collection and Deposit Linked Insurance dues within 15 days from the closing 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, 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- 316 of BNS (Bharatiya Nyaya Sanhita).</p> <p>c) Attachment U/S 15 of the Act.</p>
7	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>
8	Management of fund	<p>All money belonging to the fund are being deposited in the State Bank of India or such other nationalised Banks as the Board prescribes and are invested under Ministry of Labour, Govt. of India Notification F. No. G-20031/1/2007.SS-II Vol.II Dtd.29.05.2015. Investment Committee of the Board issues guidelines from time to time in regard to the investment pattern and other related matter.</p>
9	Redressal Mechanism	<p>Nodal Officers in each Inspectorate/ Zonal Office have been appointed to maintain liaison between the members and Board of Trustees for ensuring prompt redressal of complaints.</p>

OUR SERVICE STANDARDS

Sl No.	Main Service	Standard
1	Provident Fund Settlement & Pension	Within 30 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 the 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 PF/Pension/DLI 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 the Govt. of Assam.
2. Vice- Chairman, nominated by the Govt. of Assam.
3. Four Government Officials nominated by the Govt. of Assam.
4. Secretary-cum-PF Commissioner, appointed under Para 20 of the Scheme.
5. Four employee representatives nominated by the Govt. of Assam.
6. Four employer representatives nominated by the Govt. of Assam.

GRIEVANCE REDRESSAL MECHANISM

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

Office	NODAL OFFICER		CONTACT NO:
Tinsukia Zonal Office	(i)	Smti Julita Ekka Tanti (FCO)	96784 26652
	(ii)	Shri Rajpratik Das (AFCO)	80112 27735
Dibrugarh Zonal Office	(i)	Shri Satya Narayan Gowala (FCO)	70023 48191
	(ii)	Shri Joybrat Bakti (AFCO)	70020 54887
Sivasagar Zonal Office	Shri Saumyanil Baruah (AFCO)		70992 19682
Jorhat Zonal Office	Shri Dhiren Kurmi (FCO)		70025 91843
Golaghat Zonal Office	Shri Mahendra Kalindi (FCO)		70029 81905
Tezpur Zonal Office	Shri Shantanu P Saikia (AFCO)		97061 22389
Silchar Zonal Office	Shri Debasish Sen (FCO)		91014 70228
Guwahati Inspectorate Office	Smti Nobonita Purty (AFCO)		70028 65878
Nagaon Inspectorate Office	Md. Abdul Sanu (FCO)		97061 38992
Sribhumi Inspectorate Office	Shri Rajesh Kurmi (FCO)		70867 18962
Mangaldai Inspectorate Office	Shri Rajib Deka (FCO)		96785 88849
North Lakhimpur Inspectorate Office	Shri Niten Boro (FCO)		91017 16095
Sonari Inspectorate Office	Shri Himanshu Kurmi (AFCO)		60004 04223

In case of non-redressal within 30 days, Smti P.Das, Addl. PF. Commissioner, Head Office (Mobile:88764-33232) may be contacted.

OUR- SUBORDINATE OFFICES

OFFICE	EMAIL	POSTAL ADDRESS
TINSUKIA ZONAL OFFICE	atppfzot@gmail.com	Nidhi Bhawan, Rangagora Road, Tinsukia, PIN - 786125
DIBRUGARH ZONAL OFFICE	atppfdbr@gmail.com	Milan Nagar West, P.O - CR Building, Dibrugarh, PIN - 786003
SIVASAGAR ZONAL OFFICE	atppf.siv@gmail.com	D N Bezbarua Path, Sivasagar - 785640
JORHAT ZONAL OFFICE	atepfojorhat@gmail.com	AT Road, Tarajan, Jorhat - 785001
GOLAGHAT ZONAL OFFICE	atppfgolaghat@gmail.com	Nidhi Bhawan, Amolapatty, Golaghat, PIN - 785621
TEZPUR ZONAL OFFICE	atepfotezpur@gmail.com	Near Sukhada Nursing Home, Mazgaon, PO - Nikamol Satra, Tezpur, PIN - 784001
SILCHAR ZONAL OFFICE	zosilatppf@gmail.com	Trunk Road, Silchar - 788001
SONARI INSPECTORATE OFFICE	atepfosonari@gmail.com	Opposite ACKS Office, Parbatipur Road, Sonari, PIN- 785690
NORTH LAKHIMPUR INSPECTORATE OFFICE	atepfonlp@gmail.com	DK Road, Ward No - 07, North Lakhimpur, PIN – 784160
NAGAON INSPECTORATE OFFICE	atppfngn@gmail.com	B. Baruah Road, Amolapatty, Nagaon, PIN – 782001
MANGALDAI INSPECTORATE OFFICE	atepfomangaldai@gmail.com	Near Telephone Exchange, Gerimari, Ward No. - 1, Mangaldai, PIN- 784125
SRIBHUMI INSPECTORATE OFFICE	insfcokrm.1@gmail.com	Opposite Govt. Higher Secondary School, Main Road, Sribhumi, PIN - 788710
GUWAHATI INSPECTORATE OFFICE	atepfoipg29@gmail.com	Nidhi Bhawan, Lalmati, NH-37, Guwahati - 781029

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

ORGANIZATION CHART OF ASSAM TEA EMPLOYEES PROVIDENT FUND ORGANIZATION FOR THE YEAR 2026-27

