



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,
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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 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

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

- o Provident Fund Scheme,1955,

Pension-Cum-Family Pension Scheme, Organisation to all workers in the Tea Plantation/Tea Factories.

- o 3. This organisation is committed 1967-72
- o Deposited Linked Insurance Scheme, 1984,
- o 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) Refundable Advance:-</p> <p>a) Marriage or death ceremony 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) Non- Refundable Advance:-</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 a 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 right of repatriation.</p> <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. 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).</p> <p>After amendment of Assam Gratuity Act,1992& Assam Gratuity Scheme,1993 is being 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 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>

6	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>
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	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.
9	Redressal Mechanism.	Online submission grievance and get prompt redressal of grievances.

OUR SERVICE STANDARDS

SI 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 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 Govt. of Assam.
2. Vice- Chairman nominated by 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's representatives nominated by the Govt. of Assam.

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.

Office	NODAL OFFICER		CONTACT NO.
Tinsukia Zonal Office	(i)	Smti. Julita Ekka Tanti(AFCO)	96784-26652
	(ii)	Shri. Joybrot Bakti (AFCO)	70020-54887
Dibrugarh Zonal Office	(i)	Shri Himanshu Kurmi (AFCO)	60004-04223
	(ii)	Shri. Mrigen Dutta (AFCO)	75760-06831
Sivasagar Zonal Office	Shri Dhiraj Kashyap (AFCO)		84719 31298
Jorhat Zonal Office	Shri Rajpratik Das (AFCO)		80112-27735
Golaghat Zonal Office	Smti. Taposhi Bordoloi (AFCO)		91013-29473
Tezpur Zonal Office	Smti. Uttara Gowala (AFCO)		70023-17046
Silchar Zonal Office	Shri Rajesh Kurmi (FCO)		70867-18962
Guwahati Inspectorate Office	Smti Usha Kashyap (FCO)		99570-32400
Nagaon Inspectorate Office	Md. Abdul Sanu (AFCO)		97061-38992
Karimganj Inspectorate Office	Shri Debasish Sen (FCO)		99546-26735
Mangaldai Inspectorate Office	Smti. Nobonita Purty (AFCO)		70028-65878
North Lakhimpur Inspectorate Office	Shri Rana Deori (AFCO)		80117-84371
Sonari Inspectorate Office	Shri Shantanu P Saikia (AFCO)		97061-22389

In case of non-redressal within 30 days, Shri A. Rajbonshi, Addl. PF. Commissioner, Head Office (Mobile:81350-56007, 94351-48001) 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., Ward No-6, P.O. - North Lakhimpur Dist: - Lakhimpur (Assam), Pin:-787001.
2	Asstt. P.F. Commissioner Golaghat Zonal Office, A.T.E.P.F.O. NidhiBhawan, 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. 'NidhiBhawan', 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, "NidhiBhawan", Lalmati, Basistha, N.H.-37 Guwahati-29, Assam.
7	Asstt. P.F. Commissioner Tinsukia Zonal Office, A.T.E.P.F.O. "NidhiBhawan", Rangagora Road, P.O.-Tinsukia Dist:- Tinsukia (Assam), Pin:- 786125.		

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