

# Grievance redressal

Disclaimer: This document is intended solely for educational purposes. The content herein is subject to change based on evolving finance trends and any relevant rulings by the Government of India. Readers are advised to consult with qualified professionals for specific guidance related to their individual circumstances.

## Q1. How do I get my grievances redressed?

A complainant can lodge his/her grievance online on - <https://epfigms.gov.in>. If the complainant has UAN/Establishment/PPO number then he can directly enter his respective detail and fill his/her grievance category and description of grievance along with uploading supporting documents. Thereafter his grievance is forwarded to the concerned PF office which is linked to its UAN/Establishment/PPO number, If the complainant does not have UAN/Establishment/PPO number then he/she can register his grievance in Others category where he has to fill all the details along with the PF Office to which the grievance pertains. After successfully lodging the grievance a unique registration number is generated and sent on his mobile number or on email id. The complainant can see/check the status/disposal of his grievance on the above mentioned portal through registration number. The EPFIGMS is an interactive portal as the complainant can add additional supporting document pertaining to his grievance and EPFO offices too can ask for documents as well as seek further inputs from the complainant regarding his/her grievance. The EPFIGMS portal also has the provision for seeking feedback from the complainant with respect to quality of redressal of his/her grievance in the form of star ratings.

## Q2. What is an Electronic Return cum- challan (ECR)?

Every establishment covered under the EPF & MP Act, 1952 has to electronically file information after close of every wage month regarding the number of employees employed, their UAN, their Gross/EPF/EPF/EDLI wages, contributions under the three Schemes on such wages and the administrative charges due, wage disbursement date, and number of excluded employees and their

gross wages. The ECR facility on unified portal allows the employer to perform the above important statutory duty. After creating the above information in the ECR, the employer can use the challan process for payment of the contributions & administrative charges declared by him.

### Q3. How can I seed my KYC details with UAN?

1. Login to your EPF account at the unified member portal.
2. Click on the “KYC” option in the “Manage” section.
3. You can select the details (PAN, Bank Account, Aadhar etc) which you want to link with UAN.
4. Fill in the requisite fields.
5. Now click on the “Save” option.
6. Your request will be displayed in “KYC Pending for Approval”.
7. Once employer approves the details the message will be changed to “Digitally approved by the employer”.
8. Once UIDAI confirms your details, “Verified by UIDAI” is displayed against your Aadhaar.
9. You can select the details (Bank Account, PAN, Aadhar, Passport) which you want to link with UAN.

### Q4. How can I view/download my passbook?

Login to the UAN Member Portal with your UAN and password. Go to the menu ‘Download’ and select ‘Download Passbook’. A link to download the PDF of this passbook will be provided. .

### Q5. How can I view/download my UAN card?

You first need to login with your valid UAN and password. Then go to ‘Download’ Menu and select the option ‘Download UAN Card’. A PDF copy of your UAN card can be downloaded.

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