



## **CITIZENS' CHARTER**

**COAL MINES PROVIDENT FUND ORGANISATION  
MINISTRY OF COAL  
POLICE LINE, HIRAPUR, DHANBAD-826014  
JHARKHAND  
[www.cmpfo.gov.in](http://www.cmpfo.gov.in)**

**2016**

## **INTRODUCTION:**

The Coal Mines Provident Fund Organisation has been entrusted with the responsibility of implementing the Coal Mines Provident Fund and Miscellaneous Provision Act, 1948 and different schemes framed thereunder. It is a Statutory Organisation governed by the Board of Trustees and functions under the overall supervision of Ministry of Coal, Government of India.

## **SCHEMES:**

CMPFO administer the following Schemes:

- **Coal Mines Provident Fund Scheme, 1948.**
- **Coal Mines Family Pension Scheme, 1971(merged with Pension Scheme 1998).**
- **Coal Mines Pension Scheme, 1998.**
- **Coal Mines Deposit Linked Insurance Scheme, 1976.**
- All **eligible** employees of the Coal Industry (Public or Private Sector) are covered under the above Schemes.

## **MISSION:**

To administer the provident Fund and Pension assets of subscribers/members in such a manner as to earn optimal returns and to ensure refund of Provident Fund accumulations and settlement of Pension on the date of retirement of a member/employee by means of computerized settlement framework.

## **VISION :**

To provide social security to all employees /their family members working in the coal mines across the country in the form of contributory provident fund and pension delivery systems with best competitive returns on the contributions of these employees.

## **FUNCTIONS:**

- To maintain the Provident Fund accounts of the members updated on 31st march of preceding financial year.
- Update members' ledger accounts.
- Settlements of claims of various natures under the Schemes as per service standard.
- Investment of Provident Fund, pension fund and Administrative account Fund as per Government of India guidelines.
- Holding of periodical meeting of BOT and other meetings.
- Preparation of Annual Accounts of CMPFO.
- Redress of public grievances through online/offline modes.

## **RIGHTS OF CMPF SUBSCRIBERS:**

- Right to membership of PF, Pension and EDLI Schemes for every employees of covered establishment subject to provisions of the Scheme.
- To receive annual statement of Provident Fund regularly.
- To obtain claim form free of cost from any Regional office.
- To execute nomination for receiving provident fund accumulations/pension benefits.
- To register grievance and get redressal within 30 days.
- To approach any officer for redressal of grievance as per jurisdiction of Regional Offices.

## **SERVICE STANDARD :**

- A.** All PF and Pension Claims received before the date of retirement are settled on the day of retirement of the members. All payments are made electronically to members bank account.
- B.** Claims other than superannuation are settled within one month of receipt at CMPFO.
- C.** Pension disbursements are made on or before 7<sup>th</sup> of every month.
- D.** Pensioners can certify their own life certificate and submit in Payee Banks/Branch.

## **GRIEVANCE REDRESS MECHANISM**

### **Name and contact details of Public Grievance Officer:**

Shri Narhari Das,  
Regional Commissioner  
Coal Mines Provident Fund Organisation  
Headquarters Office, Police Line, Hrapur, Dhanbad-826014  
Jharkhand  
Contact No. **9199224892**

### **URL to lodge grievance:**

[www.cmpfo.gov.in](http://www.cmpfo.gov.in) ->e-Services

## **LIST OF RESPONSIBILITY CENTRES/REGIONAL OFFICE:**

List of all CMPFO Regional Offices is at Annexure A(Details of Responsibility Centres/Regional offices are also available on [www.cmpfo.gov.in](http://www.cmpfo.gov.in))

## **NEXT REVIEW OF THE CHARTER :**

As and when needed.