



कर्मचारी भविष्य निधि संगठन  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
**Employees' Provident Fund Organisation**  
(Ministry of Labour & Employment, Govt. Of India)  
मुख्य कार्यालय/Head Office

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संख्या: No. IWU/7(15)2011/Gen(Software) / 7848

दिनांक: 25/07/2013

To

Additional CPFCs (Zones)  
All Regional P.F. Commissioners, ROs and SROs

**Subject:** Implementation of application software for issuing certificate of coverage by the Regional/Sub Regional offices- Training reg

Sir,

As you are aware that in terms of "detachment" provisions contained in the Social Security Agreements entered into by the Government of India with various countries, an Indian employee posted to another country having SSA with India is exempted from making contributions in that country up to a certain period if he contributes towards social security programme in India. For this purpose, a Certificate of Coverage (COC) is issued by the EPFO. So far the COCs were being issued by the Head Office in a centralized manner by following the process that the prescribed application forms were required to be filled up and submitted by the employer to the concerned regional/sub-regional office for onward transmission thereof to the Head Office after scrutiny of these applications. Finally the COCs were issued by Head Office and sent to the respective RO/SRO for being handed over to the employees through their employers.

2. Over the period, it was realised that with the new SSAs coming into force, the number of applicants seeking COC has gone manifold. Further, delay in issuance of COCs was also a cause of concern occurring on account of the existing time consuming process. In view of this, application software for issuing COC by field offices itself has been developed through NDC. Further, it has also been decided that from 15<sup>th</sup> August, 2013 onward, the COCs will be issued by the concerned office and no application for seeking COCs be sent to Head Office after the end of this month.

P.T.O.

3. With a view to streamlining the process of issuing COCs, it has been decided that the work relating to issue of COCs will be carried out under the direct supervision of RC (FA) of the Region/ Officer- In- Charge of the Sub Regional Office (OIC) as the case may be. RPFC in charge of the Region/OIC if SRQ are requested to create a Cell in EDP Section and designate an Accounts Officer for verification of the COC in the system through application software. The process flow would be as under:

- All the applications for COCs will be received/acknowledged by the Inward Section and entered into a separate register
- All the applications received by the Inward Section will be sent directly to the RC (FA)/OIC as the case may be. Entry of these applications will be made in a separate register by the PA to RC(FA)/OIC and the applications will be sent to the concerned Sections for verification of details of the employee and signature of the employer or his authorized signatory
- After verification the concerned Section will return the application to the PA to RC(FA)/OIC for being forwarded to the EDP Cell
- On receipt of an application in EDP, the data entry work will be done by the concerned DEO/DPA
- Verification of the data in the system through the application software would be done by the Accounts Officer designated for the purpose
- After verification/editing of the data, fair copies of the COCs will be printed on good quality paper and put up for signature RC(FA)/OIC, who are authorized to sign it
- Signed COCs will be dispatched through speed post without any delay to the employer for being handed over to the employee concerned and appropriate entries will be made in the register being maintained by PA to RC(FA)/OIC

4. The monitoring of the issue of COCs will be done by the RC-I/RC(FA)/OIC officer as the case may be, on weekly basis so as to ensure that the COCs are issued within a maximum period of one week.

5. Over the period it has been observed that most of the applications for issuing COCs have been received from the Regional Offices at Bangalore, , Chennai, Delhi, Hyderabad Mumbai (Bandra), Pune, Kolkata, Tiruvananthapuram and Ahmedabad.

Therefore, with a view to familiarize with the new software, it has been decided to organize one day training programme on 5<sup>th</sup> August, 2013 (10.30 A.M.) at NATRSS, Delhi in the first phase for the concerned RC(FA)s and DEOs/DPAs of these Regions. The training schedule for the officers in respect of the other offices will be intimated separately.

6. In view of above, RPFCs In-charge of the Region are requested to depute officials i.e. RC(FA) and one DEO/DPA from their regions to attend the aforesaid training programme and relieve them accordingly.

Yours faithfully,



(A. K. Gupta)  
Regional PF Commissioner-I (IWU)  
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Copy to:

- i) Director, NATRSS with request to kindly make necessary arrangement
- ii) RPFC (NDC) with a request to upload it on official website