



कर्मचारी भविष्य निधि संगठन EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार
Ministry of Labour and Employment, Govt of India
राष्ट्रीय डाटा सेन्टर / National Data Center



ईपीएफओ कॉम्प्लेक्स, सेक्टर 23, द्वारका, नई दिल्ली - 110077 / EPFO Complex, Sector 23, Dwarka, New Delhi - 110077

No. NDC/e- 1320153

Dated: 23.07.2026

To,

All Regional Provident Fund Commissioner (In-Charge of Regional Offices)

Sub:- Deployment of the Samadhan Setu Web Application and Discontinuation of the Issue Tracker Portal – reg.

Madam/Sir,

A web application, “**Samadhan Setu Portal**”, has been deployed over the MPLS network for use by EPFO field offices to facilitate the reporting of technical issues related to various applications and utilities managed by the IS Division. The existing “**Issue Tracker Portal**” is discontinued.

The process flow for reporting issues through the Samadhan Setu Portal is as below:

Process flow for filing issues in Samadhan Setu Web Application

1. The “**Samadhan Setu Portal**”, will be accessible at URL <https://10.1.1.29/> over the MPLS network.
2. Login from the Field Office Login (i.e. for Agra the login id will be “ro.agra”).
3. To raise a new issue, the user will click on “Report Issue” tab on left side bar/top bar and enter the required details. The issues should be raised after approval of the APFC/RPFC-II.
4. The relevant fields of the issue on Portal contain category, summary, description and upload file box which need to be selected and filled, as is relevant for the issue. The user shall not assign any team on his own, in fresh filing, as the application will automatically assign concerned team for the raised issue. (i.e. for the issue related to category Form-19 the team_epfo_Form_19 will be auto assigned).
5. Before raising a new issue, office should ensure that similar issue is not already raised/resolved in the office. If same or similar issue exists in the portal, then the user can add a note in the already raised issue.
6. The Name & Mobile number of the concerned official raising the issue shall also be provided to enable effective communication.

Guidelines for Raising and Closing Issues

1. If any issue is raised, based on a pending grievance in CPGRAMS etc., it should be clearly mentioned that it is a "CPGRAM cases" and also raised in **Samadhan Setu** portal after ascertained that the matter is genuinely technical in nature and not related to any policy issue which is to be resolved by the concerned business division in HO.
2. Issues that have become infructuous due to settlement or rejection of claims, resolution through the functionalities of **Special VDR/App E**, resolution through other existing mechanisms, issuance of speaking orders, clarifications issued through Head Office circulars, or the introduction of new functionalities in the application software, should be marked as **Closed**.
3. While raising an issue, the concerned office shall ensure that all relevant supporting documents, such as clear scanned copies, PDFs, text files, MIDs, UAN, challan/TRRN numbers, screenshots, and any other necessary records, are attached to facilitate prompt resolution.
4. Field offices are requested not to raise issues seeking clarification on the process flow or operational procedure of application functionalities. Such matters should be referred to relevant user manuals, standard operating procedures (SOPs), or instructions/circulars issued by Head Office.
5. Redundant, repetitive, or irrelevant queries should not be raised on **Samadhan Setu Portal**.

Yours Faithfully,



Addl. Central P.F Commissioner (IS)

Copy for necessary action:

1. All Additional CPFCs (HQ)/ Director (PDNASS)
2. All Additional CPFCs (Zones)
3. Addl. CPFCs, Head Office/Additional CPFC(ZTIs)
4. RPFC(NDC) for web upload
5. Hindi Section for Hindi Version

Copy to (through EPFO website) for information:

PS to CPFC, FA & CAO, CVO