

GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
QUESTION NO 21.04.2010
ANSWERED ON
COMPLAINTS PENDING WITH EPF DEPARTMENT .

2873

Shri Bhagat Singh Koshyari

Will the Minister of CO-OPERATIVE LABOUR AND EMPLOYMENT be pleased to state :-

- (a) whether Government proposes to release the data related to the number of complaints pending with the Employees Provident Fund (EPF) Department;
- (b) whether Government has any plans or schemes to improve the service delivery of EPF;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR LABOUR AND EMPLOYMENT

(SHRI HARISH RAWAT)

(a): During the current year (till 28.02.2010) 22079 complaints were received and 21278 complaints were disposed off. As on 28.02.2010, total of 801 complaints are pending with the Employees' Provident Fund Organisation (EPFO) in respect of service delivery.

(b) to (d): Yes, Sir. The Employees' Provident Fund Organisation (EPFO) has strengthened its Human Resources Division by increasing and rationalizing staff strength as well as strengthening its Grievance Machinery. The organization has launched a modernization project in collaboration with the National Informatics Centre (NIC). This project shall ensure speedy settlement of claims and timely issuance of statement of accounts to the members. In addition, EPFO has opened a new Regions to improve accessibility to the subscribers.