

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
RAJYA SABHA  
UNSTARRED QUESTION NO. 2347  
TO BE ANSWERED ON 20.03.2025**

**SETTLEMENT OF CLAIMS BY EPFO**

**2347. # SHRI DEEPAK PRAKASH:**

**Will the Minister of Labour and Employment be pleased to state:**

- (a) the steps Government is undertaking for simplification of claims settlement process for Employee Provident Fund Organisation (EPFO) members;**
- (b) the steps being taken to ensure that claims are processed in a transparent and error- free manner;**
- (c) whether there are any plans to extend the benefits of EPFO membership to workers engaged in the unorganized sector or gig economy in the near future; and**
- (d) if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT  
(SUSHRI SHOBHA KARANDLAJE)**

**(a) & (b): EPFO has undertaken a number of steps to streamline the process of claim settlement. They are as under:**

**(i) For Auto mode processing of advance claims, the amount limit has been enhanced to Rupees One lakh. Further, in addition to Illness/hospitalization advances, the advances for housing, education and marriage are also enabled for auto mode processing. Now 60% of advance claims are processed in auto mode.**

**The auto-mode claims are processed within three days. EPFO achieved a historic high of 2.16 crore auto-claims settlement as on 06.03.2025 during the current financial year, up from 89.52 lakh in FY 2023-24.**

**(ii) Member details correction process has been simplified, and members having Aadhaar-verified UANs can make corrections in their IDs themselves, without any EPFO interventions. At present, about 96% corrections are being done without any EPF office intervention.**

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**(iii) In transfer claim requests, the need for employer's attestation of Aadhaar-verified UANs has been done away with. Now only 10% transfer claims require member and employer's attestation.**

**(iv) The requirement for submitting a cheque-leaf with the claim form has also been relaxed for KYC-compliant UANs meeting prescribed criteria.**

**(v) Over 99.31% claims are now received in online mode, without any requirement to visit the field office. In FY 2024-25 as on 06.03.2025, 7.14 Crore claims have been filed in online mode.**

**(vi) Certain upfront validations have been developed to guide members about eligibility /admissibility of claims so as to ensure that members do not file ineligible claims**

**(vii) The claim settlement process is being further simplified with Centralization of member databases under CITES 2.01**

**(viii) As part of EPFO 3.0, stakeholder consultations have been held for transforming EPFO into a future-ready, member-centric, and a technology-driven organization.**

**(c) & (d): The Central Government has formulated the Code on Social Security, 2020 (SS Code) after amalgamating, simplifying and rationalizing the relevant provisions of the existing nine Central Acts.**

**The said Code inter alia envisages extension of social security benefits to unorganized workers, gig workers and platform workers and the members of their families.**

**The Government in its Budget announcement made on 1.2.2025, has proposed to register gig and platform workers on e-Shram portal, arrange for their identity cards and provide health care under Ayushman Bharat-Pradhan Mantri Jan Aarogya Yojana (AB-PMJAY) health scheme.**

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