GOVERNMENT OF INDIA
MINISTRY OF COAL

RAJYA SABHA
UNSTARRED QUESTION NO. #839
TO BE ANSWERED ON 28.07.2025

Linking of C-CARES verson 2.0 portal with mobile app

839 # Shri Baburam Nishad:
    Shri Mokariya Rambhai:
    Shri Naresh Bansal:
    Ms. Kavita Patidar:

Will the Minister of *Coal* be pleased to state:

(a) whether C-CARES version 2.0 portal has been linked to a mobile application to provide access to coal workers;

(b) If so, the facilities this mobile application provides to the members of the Coal Mines Provident Fund Organisation (CMPFO);

(c) whether this application includes features like view profile, view claim status, grievance redressal and chatbot assistant; and

(d) If so, the user feedback and adoption rate since its launch?

ANSWER
MINISTER OF COAL AND MINES
(SHRI G. KISHAN REDDY)

(a): Yes Sir.

(b): Following facilities have been provided in the mobile application for C-CARES:

    i.   Member Enrolment: For users to enroll to the application.
    ii.   Member Login: For users to login to the application.
    iii.   OTP (One Time Password) Authentication: On the registered mobile number.
    iv.   Account Summary: To display summary of employee's PF (Provident Fund) details.
    v.   View Profile: To display all personal, family and employment details.
    vi.   PF Statement: To show detailed PF Ledger.
    vii.   Track Claim: To track the status of the submitted PF, Pension and PF Advance claims.
    viii.   Chatbot: Smart assistance over automated chat interface.
    ix.   Change Password: To enable member to change his/her login password.
    x.   Grievance Redressal: To raise the grievance and seek resolution.
    xi.   Grievance Tracking: To track the status of the grievance.

(c): Yes Sir.

(d): User feedback on C-CARES Mobile Application has been very positive. As per feedback, this app is user friendly, very easy to operate and very helpful to check the PF balance amount. Details of adoption rate are mentioned below:

Average installations per day- 1076
Average User Logins per day- 30,084

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