

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
RAJYA SABHA  
UNSTARRED QUESTION NO. 98  
TO BE ANSWERED ON 29.01.2026**

**ONLINE SETTLEMENT OF CASES OF EPFO MEMBERS**

**98. SHRI MAYANKKUMAR NAYAK:  
DR. MEDHA VISHRAM KULKARNI:**

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

- (a) the number of members currently registered on EPFO digital platform, State-wise;**
- (b) the number of claims and service requests processed online during the last three years;**
- (c) the average time taken for settlement of online provident fund claims;**
- (d) whether any new digital modules are being introduced to further improve transparency and service delivery for EPFO members; and**
- (e) if so, the details thereof?**

**ANSWER**

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

**(a): The details of number of members currently registered on EPFO digital platform, State-wise is at Annexure-A.**

**(b):**

<b>Financial Year</b>	<b>Total Claims Processed</b>	<b>Member profile Corrections (Service Requests)</b>
<b>2023-24</b>	<b>5,98,63,974</b>	<b>66,656</b>
<b>2024-25</b>	<b>7,70,89,057</b>	<b>14,87,399</b>
<b>2025-26 (till 23.01.2026)</b>	<b>8,53,63,502</b>	<b>27,33,551</b>

**(c): Within 8 days.**

**Contd..2/-**

**(d) & (e): EPFO has been providing online services to its stakeholders i.e., EPF members, Employers and Pensioners through two mission critical applications, viz. 'Unified Portal' (developed & maintained by C-DAC, Pune since 2016-17) and 'Field Office Application' (FO APP) developed by NIC in 2010 working on decentralized databases, collectively referred to as EPFO 2.0**

**Various software interventions have been made in the existing Applications for ease of living and ease of doing business as under:**

**(i). A Simplified Joint Declaration process was launched in January 2025 to enable EPFO members to self-update or self-correct their profile in a more efficient and hassle-free manner subject to certain system-driven validations.**

**(ii). EPF members with fully compliant e-KYC EPF accounts can now file their Online Transfer Claims directly with EPFO without requiring approval of employer.**

**(iii). The Centralized Pension Payments System (CPPS) Module was fully implemented in December 2024 enabling pension payment through branch of any scheduled bank across the country.**

**(iv). Mandatory Allotment of New UANs via Face Authentication Technology (FAT) in August 2025, allowing employees to generate and activate their UAN independent of employer using Aadhaar-based face authentication through the UMANG Application enabling secure member identity authentication.**

**(v). Member Passbook Lite deployed at member interface enabling easy access to recent transactions.**

**(vi). Re-engineered Returns Module introduced in September 2025 enabling fully validated and error free returns and error free member ledger updation.**

**(vii). Re-Engineered User Management Module introduced in October 2025 for secure and access control of workflow management.**

**(viii). Registration portal for PMVBRY went live on 15th August 2025. Employers can register and upload UANs of new hires to claim benefits under Part A (first- time employees) & B (employer incentives) providing ease of doing business and transparent benefit delivery.**

## Annexure-A

Annexure referred to in reply to part (a) of Rajya Sabha Unstarred Question no. 98 for 29.01.2026

State Wise Report (Contributed UANs as on 22.01.2026) (Based on last one year remittance period)	
STATE_NAME	CONTRIB_UANS
ANDHRA PRADESH	18,38,690
ARUNACHAL PRADESH	14,378
ASSAM	4,10,452
BIHAR	12,64,950
CHATTISGARH	8,26,000
CHANDIGARH	7,39,883
DELHI	53,60,062
GOA	3,12,414
GUJARAT	54,00,269
HIMACHAL PRADESH	5,18,812
HARYANA	48,65,427
JHARKHAND	8,91,780
JAMMU AND KASHMIR	2,32,329
KERALA	15,12,092
KARNATAKA	96,88,169
MEGHALAYA	52,196
MAHARASHTRA	1,68,96,357
MANIPUR	19,962
MADHYA PRADESH	18,02,311
MIZORAM	5,927
NAGALAND	14,335
ORISSA	14,04,393
PUNJAB	9,55,088
PONDICHERRY	1,64,491
RAJASTHAN	22,52,652
SIKKIM	34,357
TAMIL NADU	84,30,601
TRIPURA	41,900
UTTARAKHAND	9,27,981
UTTAR PRADESH	42,16,103
WEST BENGAL	39,68,639
ANDAMAN AND NICOBAR ISLANDS	21,972
DAMAN AND DIU	1,23,625
DADRA AND NAGAR HAVELI	2,18,790
LAKSHADWEEP	180
TELANGANA	50,39,731
LADAKH	2,650
Total	8,04,69,948

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