

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 2971
TO BE ANSWERED ON 13.08.2026**

CPPS UNDER EPFO

**2971. # SMT. MAYA NAROLIYA:
SHRI MADAN RATHORE:
SHRI BABURAM NISHAD:**

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

- (a) whether Government has reviewed the implementation of Centralised Pension Payment System (CPPS) under the Employees' Provident Fund Organisation (EPFO);**
- (b) if so, the details thereof;**
- (c) the details of progress achieved in streamlining pension disbursement and improving accessibility for pensioners under the system;**
- (d) whether any measures have been undertaken to strengthen digital processing, grievance redressal and seamless pension payment across the country and if so, the details thereof; and**
- (e) the manner in which CPPS is contributing towards improving service delivery and ease of living for EPFO pensioners?**

ANSWER

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

(a) to (e): Yes. The Centralised Pension Payment System (CPPS) under the Employees' Provident Fund Organisation (EPFO) was implemented in January 2025.

Pension is now being disbursed in a centralised manner directly to pensioners' bank accounts through the NPCI's NACH platform.

This initiative empowers pensioners to access their pension seamlessly from any bank, any branch, anywhere in the country. In CPPS, there is also no need for pensioners to visit the branch for any verification at the time of commencement of pension and the pension is credited immediately upon release. Monthly Pension payments are processed during last four days of each month, ensuring timely credit to beneficiaries by end of the month.

Contd..2/-

The implementation of CPPS has significantly streamlined the pension disbursement process and enhanced efficiency, transparency, and timeliness in pension payments.

Further, EPFO has online grievance filing system named EPFiGMS to receive and resolve grievances, from the members as well as pensioners.
