

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT**

**LOK SABHA**

**UNSTARRED QUESTION NO. 4076  
TO BE ANSWERED ON 27.03.2017**

**EPFO CLAIMS**

**†4076. DR. VIRENDRA KUMAR:  
SHRI KRUPAL BALAJI TUMANE:**

**Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:**

- (a) the number of claims received and lying pending in the various Employee Provident Fund Organization (EPFO) offices during each of the last three years and the current year along with the reasons therefor, State/UT-wise;**
- (b) the concrete steps taken/being taken by the Government for expeditious settlement of these pending cases in a time bound manner; and**
- (c) the time by which the said cases are likely to be disposed of?**

**ANSWER**

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT  
(SHRI BANDARU DATTATREYA)**

**(a): The State-wise (including UTs) details of cases pending for settlement in Employees' Provident Fund Organisation (EPFO) in the last three years (from 2013-14 to 2015-16) and current year 2016-17 (upto February, 2017) is at Annex.**

**(b): The following steps have been taken by EPFO for speedy settlement of claims:**

- Composite Claim Form (Aadhaar) and Composite Claim Form (Non-Aadhaar) have been introduced by replacing the erstwhile Claim Forms No. 19, 10C and 31, with a view to simplify the submission of a single claim by the subscribers. The Composite Claim Form has been further simplified to include self-certification by Employees' Provident Fund (EPF) subscribers.**

**Contd...2/-**

- **The Composite Claim Form (Aadhaar) wherein details like Aadhaar Number and Bank Account Number of members have been seeded in their Universal Account Number (UAN) and whose UAN have been activated by their employers, may submit claim forms directly to the EPFO without attestation of their employers.**
- **EPFO has been mandated to settle claims within 20 days.**
- **Online Transfer Claim Portal (OTCP) has been introduced to facilitate seamless transfer of claims.**
- **An online collection facility has been developed for employers for collection of dues through Internet Banking (INB) facility.**
- **Over 99.35 per cent of all payments, including monthly pension payments, are effected electronically through National Electronic Funds Transfer (NEFT).**

**(c): As per the provisions contained in paragraph 72(7) of the Employees' Provident Funds (EPF) Scheme, 1952, claims complete in all respects are to be settled within 20 days.**

**On an average, 96 per cent of the total claims are settled within 20 days of their receipt.**

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**ANNEX REFERRED TO IN PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 4076 FOR  
REPLY ON 27.03.2017 BY DR. VIRENDRA KUMAR AND SHRI KRUPAL BALAJI TUMANE  
REGARDING EPFO CLAIMS**

State-wise details of cases Pending for Settlement (Number of Cases/Claims)								
STATE/ OFFICE	2016-17 (up to February, 2017)		2015-16		2014-15		2013-14	
	WORK- LOAD	CLOSING BALANCE	WORK- LOAD	CLOSING BALANCE	WORK- LOAD	CLOSING BALANCE	WORK- LOAD	CLOSING BALANCE
ANDHRA PRADESH	332393	5025	390163	216	387545	1341	358600	5868
BIHAR	80649	76	74501	412	71849	244	63847	190
CHHATTISGARH	117599	383	135692	5440	112131	131	104714	236
DELHI	976884	16419	954986	6534	928814	261	1054746	10468
GOA	67684	964	87426	1101	87962	537	88175	1008
GUJARAT	787772	15422	901039	4071	954530	7317	903111	3409
HARYANA	1029584	22494	1041986	11105	1061215	15721	1035464	11093
HIMACHAL PRADESH	95066	988	115744	99	130994	1170	126618	1467
JHARKHAND	50251	328	132632	146	161058	121	157228	188
KARNATAKA	661274	10913	1640358	2893	1954699	1050	1963817	34071
KERALA	374197	6304	408417	7062	394961	4057	388767	10604
MADHYA PRADESH	325626	4115	334477	245	349169	4	337811	396
MAHARASHTRA	2764887	52323	3032074	44301	3061583	30199	3168941	67651
NORTH-EAST REGION	41772	486	74123	238	81544	380	71590	125
ODISHA	265317	2905	277743	597	283966	135	237495	5349
PUNJAB	380580	1500	472529	1790	524896	161	522759	3460
RAJASTHAN	328601	5137	343607	194	339447	312	338838	240
TAMIL NADU	1821666	35248	1873124	32353	2035652	29726	2013734	43358
TELANGANA	811117	19386	872599	2164	885555	1849	859373	24129
UTTAR PRADESH	656740	2827	665643	1712	623660	471	676191	2188
UTTARAKHAND	173149	1632	192167	881	200499	249	199993	2648
WEST BENGAL	580562	11244	577292	627	700349	276	719921	4748
GRAND TOTAL	12723370	216119	14598322	124181	15332078	95712	15391733	232894

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