

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

LOK SABHA

**UNSTARRED QUESTION NO. 427
TO BE ANSWERED ON 18.12.2017**

PF AND PENSION COMPLAINTS

†427. PROF. RAVINDRA VISHWANATH GAIKWAD:

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

(a) whether the Government has formulated any policy to resolve the complaints related to PF and pension in the country;

(b) if so, the details thereof;

(c) whether the incidents of problems being faced by the EPFO account holders and the negligence by the offices have come to light in the recent past; and

(d) if so, the details thereof and the action taken in this regard?

ANSWER

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI SANTOSH KUMAR GANGWAR)**

(a) & (b): Yes, Madam. The Government and Employees' Provident Fund Organization (EPFO) have provided the facility to Provident Fund (PF) and pension subscribers for online registration of public grievances and their redressal which is available on the following internet based grievance handling portals:

i. Centralized Public Grievance Redressal and Monitoring System (CPGRAMS).

ii. EPF Internet Grievance Management System (EPFiGMS).

(c) & (d): Incidents of problems faced by the EPFO account holders as received from time to time are redressed through Public Grievance Handling Systems.
