

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

**LOK SABHA**

**STARRED QUESTION NO. 430  
TO BE ANSWERED ON 26.03.2018**

**ONLINE PF WITHDRAWAL**

**\*430. SHRI S.R. VIJAYAKUMAR:  
SHRI SUDHEER GUPTA:**

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

- (a) whether the Employees' Provident Fund Organization (EPFO) has made it mandatory to file online claims for Provident Fund (PF) withdrawal above Rupees 10 lakh;**
- (b) if so, the details including the aims and objectives thereof along with the extent to which the new norm is likely to benefit the employees;**
- (c) whether EPFO proposes to lay down some more criteria for availing PF advance/withdrawal and if so, the details thereof;**
- (d) the details of other steps taken/being taken by EPFO towards becoming a paperless organization; and**
- (e) the steps taken/being taken by the Government for speedy disposal of withdrawal/advance from PF account and check corruption in disbursement of PF amount?**

**ANSWER**

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

**(a) to (e): A Statement is laid on the Table of the House.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 430 TO BE ANSWERED ON 26.03.2018 BY SHRI S.R. VIJAYAKUMAR AND SHRI SUDHEER GUPTA REGARDING ONLINE PF WITHDRAWAL.**

**(a) & (b): Yes, Madam. Employees' Provident Fund Organisation (EPFO) aims to become paperless Organisation by replacing the manual submission of physical claim forms by the employees with electronic filing through online mode. This would speed-up the process of filing as well as settlement of claim.**

**(c): No, Madam. At present, there is no such proposal.**

**(d): Various administrative and technical initiatives identified/taken by EPFO to transform itself into a paperless office include:-**

- i) To encourage that all claims are received online avoiding submission of paper claims. Establishments are encouraged to get all the claims of employees filled through the online mode.**
- ii) All the Form-9 of members to be made online with proper approval according to the instructions already issued in this regard.**
- iii) E-office software implementation and processing of administrative files in the electronic format in all the offices of EPFO.**
- iv) Under Human Resource Management (HRM) software, service details/records of each official of EPFO have been maintained in electronic format.**

**(e): The following steps have been taken by EPFO for speedy disposal of withdrawal from Provident Fund (PF) account:-**

**Contd..2/-**

- i) Online submission of various claim forms by claimants.**
- ii) A single page Composite Claim Form (Aadhaar/Non-Aadhaar) with self-certification, has been introduced by replacing the erstwhile multiple claim forms No. 19/10C/31, simplifying submission of different claims by the members.**
- iii) Powers to settle the claims upto Rs. 50,000/- have been delegated to Section Supervisors.**
- iv) The services of EPFO for employees have also been integrated and offered through Unified Mobile Application for New-age Governance (UMANG) App of Government of India, including filing of claims.**
- v) An online payment facility has been provided on Unified Portal for employers for payment of dues through internet banking (INB). This enhances prompt remittances, lesser defaults through anytime, anywhere online access by employers.**
- vi) After introduction of National Electronic Funds Transfer (NEFT), all payments including monthly pension payments are credited directly into the bank account of the claimants.**
- vii) Provision for Electronic Challan-cum-Return (ECR) has been made for the employers to remit the dues as well as to file their return electronically.**

**Further, to check the corruption in disbursement of PF amount, EPFO has allotted unique permanent number to its members called Universal Account Number (UAN) which enables to identify the members.**