

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 3195
TO BE ANSWERED ON 31.12.2018**

STEPS FOR SPEEDY DISPOSAL OF CLAIMS BY EPFO

**3195. SHRI SANJAY DHOTRE:
SHRI BHARTRUHARI MAHTAB:
SHRI RAHUL SHEWALE:**

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

- (a) the total number of cases of Employees' Provident Fund (EPF) settled by the Employee' Provident Fund Organisation (EPFO) during each of the last three years and the current year, State/UT-wise;**
- (b) the total number of cases of EPF pending for settlement during the said period, State/UT-wise;**
- (c) whether the prescribed norms have been followed in processing and settlement of the said claims during the said period across the country;**
- (d) if so, the details thereof along with the rate of settlement and if not, the reasons therefor;**
- (e) whether the Government proposes to reduce the period of settlement of claims and if so, the details thereof; and**
- (f) the other steps taken/being taken by the Government for speedy disposal of the pending claims along with achievements thereof?**

ANSWER

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

(a) & (b): The State/UT-wise details of Employees' Provident Fund (EPF) claims settled and the cases pending for settlement during the last three years and the current year is at Annex.

(c) & (d): As per paragraph 72(7) of Employees' Provident Funds (EPF) Scheme, 1952, the claims, complete in all respects submitted along with the requisite documents shall be settled and benefit amount paid to the beneficiaries within 20 days from the date of its receipt. The prescribed norms are being followed by Employees' Provident Fund Organisation (EPFO) in settlement of claims. On an average, 93 per cent of the total claims are settled within 20 days of their receipt.

Contd..2/-

(e): At present, there is no proposal under consideration to reduce the period of settlement.

(f): The following steps have been taken by EPFO for speedy disposal of pending claims:-

- i) EPFO has allotted a twelve digit permanent number to its members called Universal Account Number (UAN). This UAN will help consolidation of previous PF accounts and portability in case of change of employment.**
- ii) A single page Composite Claim Form (CCF) has been introduced for withdrawals by replacing the erstwhile multiple Claim Forms No. 19, 10C and 31.**
- iii) A member is no longer required to submit documents e.g. Medical Certificate and may only self-certify to avail withdrawals. The requirement to affix revenue stamp on claim forms has been done away with.**
- iv) Online Transfer Claim Portal (OTCP) has been introduced to facilitate seamless transfer of claims.**
- v) The entire payment to subscribers is done electronically through National Electronic Funds Transfer (NEFT) system.**
- vi) The subscribers have been given an option to submit claims through online mode. The services of EPFO for subscribers have also been integrated and offered through UMANG application of Government of India.**

Annex

ANNEX REFERRED TO IN REPLY TO PARTS (A) & (B) OF LOK SABHA UNSTARRED QUESTION NO. 3195 FOR 31.12.2018 RAISED BY SHRI SANJAY DHOTRE, SHRI BHARTRUHARI MAHTAB AND SHRI RAHUL SHEWALE REGARDING "STEPS FOR SPEEDY DISPOSAL OF CLAIMS BY EPFO".

S. N O.	STATE/UT	No. of PF claims settled during the year				No. of PF claims pending at the end of the year			
		2015-16	2016-17	2017-18	2018-19 (to-date)	2015-16	2016-17	2017-18	2018-19 (30.11.2018)
1	ANDHRA PRADESH	192720	184795	257965	189499	177	2	450	195
2	ASSAM	32313	28092	43627	40840	83	0	1061	73
3	BIHAR	37024	41727	50517	60763	221	0	2	102
4	CHANDIGARH	96349	80186	106372	95238	78	4	282	8
5	CHHATTISGARH	56421	56781	66415	55566	2947	0	977	1870
6	DELHI	462971	489127	537521	619522	3853	2	9271	174
7	GOA	39996	32726	48000	36091	721	2	472	0
8	GUJARAT (including Dadra & Nagar Haveli and Daman & Diu)	427315	423420	547843	540365	2318	4	1109	185
9	HARYANA	484410	505487	600383	521822	6279	5	18911	4805
10	HIMACHAL PRADESH	53379	54279	59700	61062	87	0	115	108
11	JHARKHAND	61749	55049	76932	72536	125	0	9	0
12	KARNATAKA	759604	842364	992155	882870	1633	2	9060	1106
13	KERALA (including Lakshadweep)	203820	205519	261927	239885	4319	1	3035	8
14	MADHYA PRADESH	175931	175570	253142	230491	208	0	407	6
15	MAHARASHTRA	1409795	1377222	1680622	1532067	25554	4	15588	8545
16	MEGHALAYA	3868	3583	3459	2859	1	0	7	23
17	ODISHA	124209	138378	159746	154168	274	0	83	6
18	PUNJAB	151646	146381	208668	164492	994	3	447	2
19	RAJASTHAN	157278	170922	206105	200915	14	1	444	1
20	TAMIL NADU (including Puducherry)	806186	858428	1059945	1035784	17225	13	9358	992
21	TELANGANA	402886	404342	442328	417166	1503	14	5245	121
22	TRIPURA	3504	3909	3172	4268	55	0	10	0
23	UTTAR PRADESH	343882	354751	460446	462413	945	0	1945	214
24	UTTARAKHAND	95046	86863	132382	135867	441	0	1687	212
25	WEST BENGAL (including Andaman & Nicobar islands)	272212	290898	312759	275417	446	1	2419	66
ALL INDIA TOTAL		6854514	7010799	8572131	8031966	70501	58	82394	18822
