

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

**UNSTARRED QUESTION NO. 4307
TO BE ANSWERED ON 07.01.2019**

DIGITISATION OF SERVICES

4307. SHRIMATI MAUSAM NOOR:

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

- (a) whether the Government has decided to digitalize the services to accelerate the claims settlement of EPFO beneficiaries in Provident Fund, Pension & Insurance;**
- (b) if so, the details thereof;**
- (c) whether the recently introduced online facility of “Claim Receipt Entry” at 117 District Offices of EPFO by integrating them digitally has met its intended objective of cutting down long distance travels of members for claim submission and support facilities like notifications by email and SMS services for checking progress of claims processing and if so, the details thereof;**
- (d) whether the Government has tied up/proposes to tie up with the private sector for ensuring integration of seamless data collection and execution; and**
- (e) if so, the details thereof?**

ANSWER

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

(a) & (b): Yes, Madam. The following initiatives have been undertaken to accelerate the claim settlements:-

- i) Employees’ Provident Fund Organisation (EPFO) has allotted a twelve digit permanent number to its members called Universal Account Number (UAN). This UAN will help consolidation of previous Provident Fund (PF) accounts and portability in case of change of employment.**

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- ii) Online Transfer Claim Portal (OTCP) has been introduced to facilitate seamless transfer of claims.**
- iii) The entire payments to subscribers are done electronically through National Electronic Funds Transfer (NEFT) system.**
- iv) 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.**
- v) Introduction of online request functionality to EPF subscribers for correction in Name, Date of Birth and Gender. The requirement to submit physical documents has been done away with.**
- vi) Online generation of Certificate of Coverage (CoC) to ease the enrolment of International Workers.**
- vii) E-sign facility has been extended to submit their nominations online.**

A dedicated Pensioners' Portal has been launched through which pensioners may get the details about their Pension Payment Order (PPO), Passbook, date of credit of pension and submission of Life Certificate.

(c): The online facility of "Claim Receipt Entry" at District Offices requires more time before analyzing its performance of achieving intended objectives. Its present status is given as under:

- (i) It has been successfully implemented as pilot project in 3 districts viz. Dimapur, Cachar and Patiala. It has been extended to 65 district offices as of 02.01.2019.**
- (ii) The facility of notification on receipt of claim by SMS is provided.**

(d): No, Madam.

(e): Does not arise in view of reply to part (d) of the Question above.
