

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 1002  
TO BE ANSWERED ON 29.07.2024**

**EPFO SERVICES**

**1002. SHRI RAJU BISTA:**

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

- (a) the details regarding the number of new registrations in Employees' Provident Fund Organisation (EPFO) during the last five years, State, sector and year-wise;**
- (b) the details of the total EPFO contributions collected and the benefits disbursed to members during the same period, State and year-wise;**
- (c) the details of the impact of recent government policies and initiatives on increasing EPFO registrations and coverage, supported by relevant statistics; and**
- (d) the details of action taken by the Government to enhance the efficiency and transparency of EPFO services, including digital initiatives and grievance redressal mechanisms?**

**ANSWER**

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT  
(SUSHRI SHOBHA KARANDLAJE)**

- (a): The details of number of new registrations in EPFO State-wise, Industry-wise for the period 2019-20 to 2023-24 is annexed at Annexure-I.**
- (b): The details of year-wise, State-wise contribution received by EPFO and payments made to the members, during the period 2018-19 to 2022-23, is annexed at Annexure-II.**
- (c): The following data depicts a substantial increase in registrations of new establishments from 2019-20 to 2023-24, on account of recent government policies and initiatives:**

**Contd..2/-**

<b>2019-20 :</b>	<b>1,17,063</b>
<b>2020-21:</b>	<b>2,46,104</b>
<b>2021-22:</b>	<b>2,69,295</b>
<b>2022-23:</b>	<b>2,57,470</b>
<b>2023-24 :</b>	<b>2,94,256</b>

**(d): The Government has taken various steps for Digitization and redressal of grievances, details of which are annexed at Annexure-III.**

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**ANNEXURE REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO.1002 BY SH. RAJU BISTA HON'BLE M.P. REGARDING EPFO SERVICES TO BE ANSWERED ON 29.07.2024**

<b>Establishments Registered State-wise (Source Establishment master)</b>					
<b>STATE_UT_NAME</b>	<b>2023-24</b>	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>	<b>2019-20</b>
ANDAMANANDNICOBARISLAND	166	139	118	105	56
ANDHRAPRADESH	5641	4918	5758	5435	2405
ARUNACHALPRADESH	575	413	397	347	509
ASSAM	6192	4936	4268	3328	2823
BIHAR	10712	8074	9303	10048	5367
CHANDIGARH	2573	2269	2329	2036	720
CHATTISGARH	4324	3471	3396	3299	2000
DADRAANDNAGARHAVELI	137	278	186	139	162
DAMANANDDIU	104	90	100	81	49
DELHI	20765	18943	19258	19268	3990
GOA	938	876	692	618	293
GUJARAT	16208	14211	15101	13996	5958
HARYANA	13585	11747	12705	12381	4828
HIMACHALPRADESH	4382	3506	3817	2852	2012
JAMMUANDKASHMIR	2312	1757	1904	1673	16857
JHARKHAND	4268	3670	3961	4199	2077
KARNATAKA	21359	19502	21442	18994	7885
KERALA	7410	6857	7620	7526	1233
LADAKH	585	653	115	84	266
LAKSHADWEEP	15	8	3	10	1
MADHYAPRADESH	11262	10099	9447	9204	5693
MAHARASHTRA	48350	43486	48192	41893	15945
MANIPUR	251	310	278	281	76
MEGHALAYA	409	421	783	191	453
MIZORAM	83	60	84	31	14
NAGALAND	199	111	96	85	30
ORISSA	6818	6156	7195	6202	2419
PUDUCHERRY	341	351	319	316	157

PUNJAB	3336	2896	3105	2823	1700
RAJASTHAN	12588	11326	12623	11157	5028
SIKKIM	59	49	63	82	94
TAMILNADU	18942	17414	17872	15429	6772
TELANGANA	16239	14155	14833	13788	4237
TRIPURA	273	164	249	230	80
UTTARPRADESH	34131	27495	25091	24065	8423
UTTARAKHAND	3228	3089	2809	2632	1397
WESTBENGAL	15496	13570	13783	11276	5054
<b>TOTAL</b>	<b>294256</b>	<b>257470</b>	<b>269295</b>	<b>246104</b>	<b>117063</b>

<b>Establishments Registered Industry wise(Source Establishment master)</b>					
<b>INDUSTRY</b>	<b>2023-24</b>	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>	<b>2019-20</b>
AERATEDWATER	266	134	161	163	91
AGARBATTI	130	74	98	118	37
AGRICULTUREFARMS	8898	5976	7711	6846	291
APARTITEMINES	7	2	4	4	2
ARCHITECTS	503	426	370	380	129
ASBESTOS	29	33	14	15	7
ASBESTOSCEMENTSHEETS	19	7	13	13	10

ASBESTOSMINES	1	3	7	1	
ATTORNEYS	29	17	15	21	2
AUTOMOBILESERVICING	908	897	1140	1069	733
BALLCLAYMINES	7	3	6		
BANKSOTHERTHANNATIONALI	176	146	212	124	109
BARYTES MINES	9	2	4	4	
BAUXITEMINES	21	5	6	4	1
BEEDIMAKING	117	63	46	49	74
BEERMFG.	66	46	71	69	18
BISCUITMAKING	128	81	99	101	59
BONECRUSHING	4	5	5	8	5
BOTANICALGARDENS	39	27	33	43	30
BREAD	88	46	86	68	45
BRICKS	249	229	253	254	232
BRUSHES	9	6	17	6	6
BUILDINGANDCONSTRUCTION	28899	24059	22212	21672	14087
BUTTONS	2	3	2	3	5
CALCITEMINES	10	3	3	3	
CANEFARMS	1	2	2	2	1
CANTEENS	514	444	373	331	489
CARDAMOMPLANTATIONS	1	4	4	11	
CASHEWNUTS	99	91	170	129	42
CATTLEFEEDINDUSTRY	142	113	143	135	42
CEMENT	373	281	306	340	177
CHARTEREDORREGD.ACCOUN	276	213	273	216	98
CHINACLAYMINES	5	6	8	3	4
CHROMITEMINES	3	5		8	1
CIGARETTES	11	11	12	7	5
CINCHONAPLANTATIONS			1		1
CINEMASINCLUDINGPREVIEW	157	108	80	93	30
COFFEECURING	31	17	11	14	7
COFFEEPLANTATIONS	11	12	22	11	2
COIR	28	33	54	37	25
COLLEGE	413	504	559	387	581
COMPANIESOFFERINGLIFEINS	141	169	181	170	80

COMPANIES/SOCIETIES/ASSC/C	688	505	869	642	461
CONFECTIONERY	226	269	298	426	115
CORUNDUMMINES	1			1	
COST -WORKSACCOUNTANTS	69	54	69	73	50
COTTONGINNING-PRESSING	127	93	123	520	185
CROCKERY	42	46	50	37	17
DALMILLING	51	45	67	86	12
DIAMONDCUTTING	150	142	175	92	70
DIAMONDMINES	3	8	17	4	1
DIAMONDSAW MILLS	3	1	2	3	2
DISTILLING-RECTIFYINGOFSP	93	106	163	148	29
DISTRIBUTION-FILM	4	7	19	11	13
DOLOMITEMINES	13	9	23	20	6
EDIBLEOIL- FAT	203	266	335	349	64
ELEC,MECHORGENENGGPRO	4326	4710	5384	5107	3014
ELECT.PORCELAININSULATOR	515	816	1008	1134	89
ELECTRICITY(G,T,D)	1925	1392	1457	1599	834

ELECTRONICMEDIACOMPANIE	247	229	248	202	308
EMERALD MINES	2	4	3	2	2
ENGINEERS-ENGG.CONTRACT	18667	16827	15862	15719	15202
ESTABLISHMENTENGAGEDINM	2893	3034	3692	4076	1967
ESTABLISHMENTENGAGEDINR	1218	1068	1019	935	880
ESTABLISHMENTSENGAGEDIN	2769	2839	3094	3347	3081
ESTABLISHMENTSENGAGEDIN	175	213	207	265	83
ESTABLISHMENTSOF AIRCRAFT	90	64	85	49	14
EXPERTSERVICES	22742	23796	26444	24534	27024
EXPLOSIVES	74	60	75	61	49
FELDSPARMINES	6	5	7	6	1
FERROCHROME	3	9	3	1	7
FERROMANGANESE	16	21	18	6	9
FILMPROCESS-LABORATORIES	15	23	25	44	5
FILMPRODUCTIONCONCERN	386	616	716	765	23
FILMSTUDIOS	287	184	202	161	7
FINANCINGESTABLISHMENT	1570	1568	2353	1971	375
FIREWORKS	124	120	113	95	77
FIRECLAYMINES	4	1	6	7	1
FISHPROCESSIGNANDNON-VE	271	207	264	294	75
FLAVOURITEMINES	4	1	6	2	1
FLOURMILLING	193	174	216	338	84
FORWARDINGAGENCY	219	253	272	253	129
FRUITORCHARDS	20	18	21	20	3
FRUITS-VEG.PRESERVATION	278	236	338	409	74
GARMENTSMAKING	941	864	976	873	422
GAURGUMFACTORIES	5	2	6	9	2
GENERALINSURANCE	46	43	53	40	46
GLASS	144	137	139	114	63
GLUANDGELATINEFACTORIES	8	11	5	7	5
GOLDMINES	34	28	29	21	12
GRAPHITEMINES	11	9	9	17	1
GYPSSUMMINES	6	18	18	8	1
HEAVY-FINECHEMICALS	367	498	686	702	296
HOSPITALS	2847	2695	3401	2208	1238
HOTEL	2788	2547	2156	1551	954
ICEORICECREAM	90	73	50	37	47
INDIGO	4	9	6	2	1

INDL.-POWERALCOHOL	7	15	22	11	2
INDOLEUM	2			1	1
INLANDWATERTRANSPORT	61	82	74	73	25
IRONANDSTEEL	1564	1574	1859	1704	659
IRONOREMINES	104	80	72	74	17
IRONOREPELLETS	43	36	33	28	11
JUTE	9	5	9	18	11
JUTEBAILINGORPRESSING	29	33	26	31	7
KATTHAMAKING	5	4	2	12	10
KNOWLEDGEORTRAININGINST	1242	1609	1840	2192	306
KYANITEMINES	2	6	4	11	2
LAC/SHELLAC	2	4	5	3	1
LAUNDRY-LAUNDRYSERVICES	113	63	70	73	39
LEATHERPRODUCTS	335	335	378	323	213
LIGNITEMINES	7	16	10	24	7
LIMESTONEMINES	38	33	40	32	5
LINOLEUM	1	3		1	
LODGINGHOUSES,SSERVICEA	265	299	247	239	171
MAGNESITEMINES	10	2	4	5	
MANGANESEMINES	17	14	18	19	3
MARBLEMINES	57	67	98	114	77
MATCHES	19	6	14	12	10
MEDICALPRACTITIONERS	983	773	1123	903	214
MESSES	56	34	18	24	41
MICAMINES	1	2		3	4
MICAMINES-MICAINDUSTRY	17	25	34	25	13
MILKPRODUCTS	442	645	558	683	129
MINERALOILREFINING	42	45	43	55	21
MIXEDPLANTATIONS	89	110	113	147	33
MUNICIPALCOUNCILS/CORPOR	280	239	274	305	316
MYROBALAN-VEG.TANNING	4	2	5		
NEWSPAPERESTABLISHMENTS	109	78	124	133	61
NONEDIBLEOIL/FAT	53	56	56	67	13
NONFERROUSMETALANDALLO	276	282	293	248	137
OCHREMINES	48	37	24	21	3
OTHERS	149230	121570	122506	108010	10699
PAINTS-VARNISH	352	348	319	286	209
PAPER	310	477	502	506	65
PAPERPRODUCTS	201	212	329	206	230
PEPPERPLANTATIONS	5	1	1	5	2
PETROLEUM/NAT.GASPRODUC	184	315	395	320	116
PETROLEUMNAT.GASREFINING	169	134	178	175	102
PICKERS	21	9	15	20	13
PLASTICSPRODUCTS	1117	1114	1386	1382	513
PLYWOOD	226	209	310	223	153
POULTRYFARMING	165	145	227	218	57
PRINTING	508	541	546	562	260
PRIVATEAIRPORTSANDJOINT	11	17	23	18	3
PROCESSINGANDTREATMENT	78	78	96	103	45
QUARTXITEMINES	18	3	5	10	1
QUARTZMINES	3	5	6	2	4
RAILWAYBOOKINGAGENCIES	4	6	7	4	11
REFRATORIES	53	27	54	57	36
RESEARCH INSTITUTE	256	381	442	471	114
RESTAURANT	2317	2257	1879	1388	1006
RICEMILLING	637	486	437	359	255
ROADMOTORTRANSPORT	1603	1573	1526	1338	873

RUBBERPLANTATIONS	113	145	166	192	2
RUBBERPRODUCTS	122	152	155	129	151
SALT	33	35	44	35	8
SANITARYWARE	134	154	148	164	66
SAWMILLS	13	15	10	7	2
SCHOOL	2351	2264	2345	2066	3193
SCIENTIFICINSTITUTES	73	79	75	89	33
SILICA(SAND)MINES	7	26	41	26	8
SILIMINITEMINES	7	2	2	1	15
SOAPSTONEMINES	17	17	19	17	78
SOCIETIES/CLUBS/ASSOCIATI	3	18		1	2
SOCIETIESCLUBSORASSOCIAT	1265	1144	1697	991	1106
SORTING/CLEANING/TEASING	69	55	62	55	49
STARCH	20	13	17	23	10
STATIONERYPRODUCTS	161	131	149	166	55
STEATITEMINES	2	4	2	5	10
STEMMINGORREDRYINGOFTO	4	3	5	5	1
STEVEDORING,LOADING-UNLOA	56	71	97	110	44
STONEQUARRIESFORCHIPS B	69	111	119	182	48
STONEQUARRIESFORROOF-FL	103	81	111	132	22
STONEWAREJARS	10	5	11	4	5
STONEWAREPIPES	24	24	20	21	11
STORAGE,TRANSPORTORDIST	432	391	593	523	473
SUGAR	144	135	121	119	27
TEA	172	157	197	216	29
TEAPLANTATION	20	13	16	14	9
TENTMAKING	46	20	22	16	67
TEXTILES	3268	3416	4155	3457	1357
THEATERSHOLDINGDRAMATIC	25	18	20	23	2
TILES	147	188	223	209	95
TOBACCOINDUSTRY	60	83	98	130	13
TRADING-COMMERCIALESTAB	7668	8271	9965	9332	4595
TRAVELAGENCIES	2455	1880	1708	1643	596
UNIVERSITY	212	216	205	106	75
UNIVERSITY,COLLEGE,SCHOOL	27	24	10		1625
WINDINGTHREADYARNREELIN	19	24	30	18	30
WOODPRESERVATIONPLANTS	20	19	10	18	18
WOODSEASONINGKILNS	3	9	20	8	3
WOODWORKSHOP	253	250	254	229	132
ZOOLOGICALGARDENS	6	6	5	10	8
NA					10572
<b>TOTAL</b>	<b>294256</b>	<b>257470</b>	<b>269295</b>	<b>246104</b>	<b>117063</b>

## ANNEXURE-II

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO.1002 BY SH. RAJU BISTA HON'BLE M.P. REGARDING EPFO SERVICES TO BE ANSWERED ON 29.07.2024

CONTRIBUTION RECEIPT EPFO							
S. No.	Political State/UT	Zonal Office	TOTAL CONTRIBUTION RECEIVED (Amount in Rs. Crore)				
			2018-19	2019-20	2020-21	2021-22	2022-23
1	Andhra Pradesh	VIJAYWADA	3,144.66	3,576.41	3,477.59	4,128.61	4,792.50
2	Telangana	HYDERABAD	9,214.73	10,686.53	11,253.01	14,138.75	17,382.50
3	Karnataka	BENGALURU	19,349.76	23,132.03	24,287.71	37,048.20	53,147.63
4	Karnataka & Goa	HUBLI	3,611.11	3,958.05	4,873.54	3,627.40	5,325.61
5	Bihar & Jharkhand	PATNA	2,195.88	2,724.06	3,451.15	4,650.57	8,227.04
6	Tamil Nadu & Puducherry	CHENNAI	11,406.94	12,936.21	12,410.15	14,987.22	18,082.40
7	Tamil Nadu	COIMBATORE	4,825.19	5,299.91	4,682.83	5,409.81	6,407.07
8	Delhi & Uttarakhand	DELHI	12,670.30	14,758.89	15,100.20	20,721.41	20,907.64
9	Gujarat	AHMEDABAD	8,354.91	9,527.73	11,709.96	10,575.67	13,904.98
10	Haryana	FARIDABAD	8,572.20	9,851.30	9,818.99	12,023.76	14,067.33
11	Kerala & Lakshadweep	THIRUVANANTHAPURAM	3,871.12	4,355.50	3,802.53	4,253.73	4,905.26
12	Madhya Pradesh & Chattisgarh	BHOPAL	4,124.49	4,695.35	4,592.18	5,091.99	5,823.04
13	Maharashtra	BANDRA	13,022.36	15,228.08	15,238.74	18,981.46	24,408.46
14	Maharashtra	THANE	10,711.65	12,469.05	12,535.16	14,751.14	17,331.94
15	Maharashtra	PUNE	11,092.07	12,909.73	13,423.96	20,718.91	21,476.19
16	Assam, Arunachal Pradesh, Meghalya, Tripura, Nagaland, Manipur & Mizoram	GUWAHATI	962.60	1,114.51	1,161.92	1,321.00	1,455.76
17	Odisha	BHUBANESHWAR	1,981.13	2,242.89	2,167.98	2,531.32	2,966.74
18	Punjab & Himachal Pradesh	CHANDIGARH	4,427.97	4,675.97	4,418.80	5,108.23	5,934.26
19	Rajasthan	JAIPUR	2,884.42	3,359.75	3,156.07	4,001.16	4,533.04
20	Uttar Pradesh	KANPUR	6,129.28	7,299.35	7,232.45	8,277.59	12,008.74
21	West Bengal, A&N Islands & Sikkim	KOLKATA	5,453.78	6,147.90	5,997.28	8,176.95	7,861.17
22	Jammu & Kashmir & Ladakh	Jammu & Kashmir	-	105.08	2,077.94	1,618.61	569.38
		<b>TOTAL</b>	<b>1,48,006.56</b>	<b>1,71,054.28</b>	<b>1,76,870.14</b>	<b>2,22,143.50</b>	<b>2,71,518.69</b>

Note:

1. This information is in respect of all 3 schemes of EPFO, i.e. EPFScheme-1952, EPS-95 and EDLI Scheme- 1976.
2. Information in respect of J&K is subsequent to merger of JKEPFO withEPFO.
3. This information is based on Balance Sheet data.



TOTAL PAYMENTS EPFO								
			TOTAL PAYMENT					(Amount in
			Rs. Crore)					
S. No.	Political State/UT	Zonal Office	2018-19	2019-20	2020-21	2021-22	2022-23	
1	Andhra Pradesh	VIJAYWADA	1,950.29	2,606.29	3,305.18	3,686.75	3,533.86	
2	Telangana	HYDERABAD	4,745.19	5,135.34	6,688.57	7,657.57	7,413.93	
3	Karnataka	BENGALURU	7,543.74	7,912.94	11,627.24	12,730.36	20,238.71	
4	Karnataka & Goa	HUBLI	2,352.26	2,827.56	3,657.59	3,706.89	3,880.21	
5	Bihar & Jharkhand	PATNA	1,476.91	1,526.50	2,278.34	2,529.85	3,408.71	
6	Tamil Nadu & Puducherry	CHENNAI	7,351.21	6,847.87	8,272.48	8,846.29	8,187.87	
7	Tamil Nadu	COIMBATORE	3,897.12	4,366.57	5,361.18	5,293.47	5,058.23	
8	Delhi & Uttarakhand	DELHI	7,472.87	7,105.77	9,311.07	9,537.12	11,025.16	
9	Gujarat	AHMEDABAD	4,734.31	5,321.56	6,567.30	7,054.28	8,929.28	
10	Haryana	FARIDABAD	3,593.67	3,883.86	5,621.27	6,029.54	6,257.45	
11	Kerala & Lakshadweep	THIRUVANANTHAPURAM	3,131.34	3,468.57	4,030.99	4,131.00	4,370.08	
12	Madhya Pradesh & Chattisgarh	BHOPAL	2,589.72	2,877.02	4,126.06	4,482.60	4,184.48	
13	Maharashtra	BANDRA	4,926.89	6,607.97	5,753.07	7,719.74	8,431.97	
14	Maharashtra	THANE	4,944.70	5,905.63	7,681.21	8,120.68	8,088.83	
15	Maharashtra	PUNE	6,370.97	7,093.44	8,725.94	13,917.60	10,100.50	
16	Assam, Arunachal Pradesh, Meghalaya, Tripura, Nagaland, Manipur & Mizoram	GUWAHATI	623.96	690.14	904.05	1,123.10	1,239.59	
17	Odisha	BHUBANESHWAR	1,352.80	1,448.69	1,808.02	2,230.74	2,193.30	
18	Punjab & Himachal Pradesh	CHANDIGARH	3,047.02	3,488.56	4,056.63	4,225.45	4,220.05	
19	Rajasthan	JAIPUR	1,759.19	2,000.50	2,528.59	2,806.89	2,940.60	
20	Uttar Pradesh	KANPUR	3,770.01	4,066.04	5,255.25	5,890.12	7,672.28	
21	West Bengal, A&N Islands & Sikkim	KOLKATA	3,546.11	4,009.93	4,890.74	6,037.78	6,615.69	
22	Jammu & Kashmir & Ladakh	Jammu & Kashmir	-	-	8.69	484.66	752.41	
		<b>TOTAL</b>	<b>81,180.27</b>	<b>89,190.78</b>	<b>1,12,459.45</b>	<b>1,28,242.49</b>	<b>1,38,743.18</b>	

Note:

1. This information is in respect of all 3 schemes of EPFO, i.e. EPFScheme-1952, EPS-95 and EDLI Scheme- 1976.
2. Information in respect of J&K is subsequent to merger of JKEPFO with EPFO.
3. This information is based on Balance Sheet data.

**ANNEXURE REFERRED TO IN REPLY TO PART (d) OF LOK SABHA UNSTARRED QUESTION NO.1002 BY SH. RAJU BISTA HON'BLE M.P. REGARDING EPFO SERVICES TO BE ANSWERED ON 29.07.2024**

**Details of Digital initiatives and Grievance Redressal Mechanism**

1. EPFO has devised various redressal mechanisms in both online and offline modes wherein the labourers/workers can lodge their problems/complaints with the concerned authority in EPFO
2. The workers can file their grievances in online mode through portals like CPGRAMS, EPPFIGMS, UMANG APP.
3. Grievances can also be sent through offline mode in the form of DAKs and by physical visits to the concerned office. The grievances are duly acknowledged and resolution is provided as per provisions/rules for which a Public Relations Officer has been appointed in all the field offices.
4. The Department has further embarked on grass-root outreach to the hinterland of the Country through the introduction of NIDHI AAPKE NIKAT wherein endeavour is made for on-spot redressal of the problems of workers.
5. The Organization has call centres which provide services in Hindi, English and ten vernacular languages.
6. Following reforms have also been introduced :
  - Auto settlement of EPF Advance claims
  - E-nomination special drive
  - EDLI/Pension Calcutaor
  - Filing of Digital Life Certificate in any month
  - Digi-locker facility
  - NidhiApkeNikat 2.0 awareness campaign
  - Face recognition technology for DLC
  - Online bulk transfer facility of PF accumulation from exempted to un-exempted establishment and vice-versa from November, 2020
  - Auto Transfer of accounts for employees having one UAN allotment after 2012
  - Auto transfer facility on change of employment for employees who joined after 01.10.2016
  - Multi-location claim settlement
  - Condition of submission of documents with advance claim has been removed
  - Self-generation of UAN facility
  - DSC/E-sign PDF uploading in employer unified portal
  - E-pass book
  - Online facility for joint declaration for KYC correction
  - Aadhaar seeding has been mandatory to avoid mismatch of member details for employees joined after 01.09.2017
  - Under Prayaas initiative PPO are handed over on the day of retirement.

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