

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 945
TO BE ANSWERED ON 02.12.2024**

IT SYSTEM OF EPFO

945. SHRI ASADUDDIN OWAISI:

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

- (a) whether the Government is aware of the recurring issues in the IT systems of the Employees' Provident Fund Organisation (EPFO) which cause frequent system crashes and slowdowns, hindering the processing of claims;**
- (b) if so, the details of steps that have been taken to address these issues and whether there is considerations for a comprehensive overhaul of the EPFO's IT infrastructure;**
- (c) whether any timelines have been set for the implementation of these upgrades and if so, the details thereof;**
- (d) whether the Government has received any representation from EPFO field offices regarding increased workload and operational difficulties due to system capacity; and**
- (e) if so, the details of measures being taken to address these concerns?**

ANSWER

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

(a) to (e): EPFO provides online services to Members, Pensioners and Establishments through the EPFO's 'Unified portal'- www.epfindia.gov.in. The EPFO's Unified Portal for Online Services to the Employers, Members and Pensioners has been working smoothly.

In addition, the internal operations of EPFO are also computerized. In response to reports of slowness faced by internal EPFO users in processing claims, several steps to improve performance, including, upgradation of Operating system and database versions and performance tuning have been taken.

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Further, process reform to fast-track smaller claims by automating claim processing upto Rs 1 Lakh, has been implemented by EPFO. Over 1,35,74,450 claims have been auto settled since April 1st 2024 till Nov 26th 2024.

A pilot run of the new Centralized Pension Payments System (CPPS) under EPS Scheme was completed on 29th and 30th October 2024 with the disbursement of more than Rs 11 Cr for October 2024 to over 49,000 EPS Pensioners of Jammu, Srinagar and Karnal Regions. The CPPS enables pensioners to receive their pensions from any bank, any branch, anywhere in the country.

The implementation of the Centralized IT Enabled System (CITES) 2.01 which includes key enhancements for consolidation of decentralized databases to a single centralized database with common Universal Account Number based Accounting and other features such as Online surrender of exemption module and the full rollout of CPPS has been entrusted to C-DAC, an autonomous society under the aegis of Ministry of Electronics and Information Technology. EPFO is continuously enhancing its IT capabilities and simplifying processes to provide better services to its Members.