

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 2706  
TO BE ANSWERED ON 17.03.2025**

**EPF SERVICES**

**2706. SHRI MADHAVANENI RAGHUNANDAN RAO:**

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

- (a) the details of the steps being taken by the Government to enhance the facilities and services provided to EPF account holders, particularly in terms of simplifying procedures and reducing processing times;**
- (b) the details of the number of EPF centers currently operational in Telangana State, including the services offered and the number of beneficiaries served;**
- (c) whether any new initiatives or programmes are being launched by the Government to improve the overall efficiency and effectiveness of EPF services in Telangana; and**
- (d) if so, the details thereof?**

**ANSWER**

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

**(a) to (d): EPFO has taken several steps to streamline the process of claim settlement. Some of these are as following:**

- (i) For Auto mode processing of advance claims, the amount limit has been enhanced to Rupees One lakh. Further, in addition to Illness / hospitalization advances, the advances for housing, education and marriage are also enabled for auto mode processing. Now 60% of advance claims are processed are in auto mode.**

**The auto-mode claims are processed within three days. EPFO achieved a historic high of 2.16 crore auto-claims settlement as on 06.03.2025 during the current financial year, up from 89.52 lakh in FY 2023-24.**

- (ii) Member details correction process has been simplified, and members having Aadhaar-verified UANs can make corrections in their IDs themselves, without any EPFO interventions. At present, about 96% corrections are being done without any EPF office intervention.**

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**(iii) Over 99.31% claims are now received in online mode, without any requirement to visit the field office. In FY 2024-25 as on 06.03.2025, 7.14 Crore claims have been filed in online mode.**

**(iv) In Transfer claim submission requests, the need for employer's attestation of Aadhaar-verified UANs has been done away with. Now only 10% transfer claims require member and employer's attestation.**

**(v) The requirement for submitting a cheque-leaf with the claim form has also been relaxed for KYC-compliant UANs meeting prescribed criteria.**

**(vi) EPFO has also provided de-linking facilities to the members, whose EPF accounts have been erroneously/fraudulently linked by the establishments. Since its launch on 18.01.2025, more than 55,000 members have de-linked their accounts till the end of February, 2025.**

**(vii) Certain upfront validations have been developed to guide members about eligibility /admissibility of claims so as to ensure that members do not file ineligible claims**

**(viii) The claim settlement process is being further simplified with Centralization of member databases under CITES 2.01.**

**EPFO provides its services in the state of Telangana through its 8 Regional Offices and 2 District Offices. List of offices along with their current contributory membership is as following:**

<b>REGIONAL OFFICE/ DISTRICT OFFICE</b>		
<b>S.No.</b>	<b>OFFICE NAME</b>	<b>CONTRIBUTORY UANs</b>
<b>1</b>	<b>Regional Office, Patancheru</b>	<b>3,29,378</b>
<b>2</b>	<b>Regional Office, Kukatpalli</b>	<b>6,81,756</b>
<b>3</b>	<b>Regional Office, Karimnagar (including District Office, Adilabad)</b>	<b>1,26,654</b>
<b>4</b>	<b>Regional Office, Warangal (including District Office, Khammam)</b>	<b>1,02,430</b>
<b>5</b>	<b>Regional Office, Hyderabad (Barkatpura)</b>	<b>12,14,062</b>
<b>6</b>	<b>Regional Office, Nizamabad</b>	<b>4,51,094</b>
<b>7</b>	<b>Regional Office, Hyderabad (Madhapur)</b>	<b>19,77,622</b>
<b>8</b>	<b>Regional Office, Siddipet</b>	<b>27,372</b>

**Major services offered by EPFO through its Regional Offices are as following:**

- i. Coverage & enrolments of establishments and members including compliance of EPF&MP Act and Schemes framed thereunder. It also facilitates ECR submission and default management services along with UAN-KYC seeding drives.**
- ii. EPF Claim settlements including Final settlements and Partial withdrawals for major life-cycle needs (e.g., illness, marriage, education, housing, unemployment, pandemic, etc.) and Transfer of member Accounts.**
- iii. Pension claim settlement, issuance of Pension Payment Orders (PPOs) and monthly pension payments along with Jeevan Praman for pensioners. This covers Monthly benefits for superannuation/retirement, disability, survivor, widow(er), children. Additionally, withdrawal benefits/schemes certificates are also provided to eligible members.**
- iv. Withdrawal by nominees/survivors in cases of death (PF settlement, Pension payment, EDLI insurance payment).**
- v. Grievance redressal mechanisms including EPFiGMS and CPGRAM, awareness generation for new initiatives. A dedicated monthly public outreach programme Nidhi Aapke Nikat 2.0 is also conducted by the EPF offices every month.**
- vi. Other major service areas such as member profile correction, issuance of Certificate of Coverage for international workers, Facilitation desks for members/employers for facilitating various services, etc.**

**District Offices functions under the overall supervision and direction of concerned Regional Office.**

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