

**GOVERNMENT OF INDIA
MINISTRY OF COAL**

**LOK SABHA
UNSTARRED QUESTION NO. 4439
TO BE ANSWERED ON 20.08.2025**

Efficiency of C-CARES 2.0 Portal

4439. Shri Ve Vaithilingam:

Will the Minister of *COAL* be pleased to state:

- (a) whether the recently launched C-CARES 2.0 Portal of the Coal Mines Provident Fund Organization (CMPFO) would improve efficiency and transparency in provident fund and pension services of coal sector workers;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

**ANSWER
MINISTER OF COAL AND MINES
(SHRI G. KISHAN REDDY)**

(a) : Yes Sir.

(b): The details are as under:-

- (i) Since the launch of the C-CARES portal, there is consistent improvement in the number of Provident Fund and Pension Claim settlements.
- (ii) Now, the disbursement of Provident Fund/Provident Fund Advance claims is directly credited to the accounts of members from Coal Mines Provident Fund Organization online.
- (iii) The mobile application launched as part of C-CARES 2.0 enables members to track Provident Fund, Provident Fund Advance and Pension claims over a mobile phone itself. This is a crucial step towards building a fair and transparent system.
- (iv) Also, the Pension Payment Order generated after the settlement of pension claim is stored automatically into the Digi Locker. This can be accessed anytime and from anywhere.
- (v) All the data pertaining to members/family/employment/ledger/claims are stored in C-CARES application which is accessible to all authorized users as a single window system.

(c): Not Applicable.
