

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 5827  
TO BE ANSWERED ON 30.03.2026**

**INITIATIVES FOR DIGITAL SERVICE DELIVERY UNDER EPFO  
AND ESIC IN ODISHA**

**5827. SHRI BAIJAYANT PANDA:**

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

- (a) the details of initiatives undertaken by the Government to improve digital service delivery, grievance redressal and benefit access under Employees' Provident Fund Organisation (EPFO) and Employees' State Insurance Corporation (ESIC) in Odisha;**
- (b) whether any performance or service-delivery assessment has been carried out with respect to timeliness of claims, pension services and medical benefits in the said State;**
- (c) if so, the broad findings thereof; and**
- (d) the details of future steps proposed to be taken by the Government to strengthen coverage and ease of access under EPFO and ESIC in the said State?**

**ANSWER**

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

**(a) to (c): EPFO & ESIC have undertaken various initiatives to improve digital service delivery, strengthen grievance redressal mechanisms, and enhance stakeholders' experience across India, including Odisha, as detailed below:**

**In Respect of EPFO:**

**Auto Claim Settlement Enhancements - The auto claim limit was increased from Rs. 1 lakh to Rs. 5 Lakh in June 2025. In the current financial year 3,52,20,199 claims up to Rs 5 Lakh have been settled in auto mode up to 25.02.2026. The auto claim settlement system has significantly improved efficiency of claim settlement. 71.37% of total advance claims have been settled in auto mode in the current Financial Year disbursing an amount of around Rs.51,620 Crores.**

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**Pension Disbursement - EPFO rolled out Centralized Pension Payment System (CPPS) pan India Since Jan 2025. CPPS empowers pensioners to access their pension seamlessly from any bank, any branch, anywhere in the country.**

**DLC submission using Facial Authentication Technology (FAT) - Pensioners can now submit Digital Life Certificate (DLC) using FAT by using Smart Phone anytime anywhere.**

**Free doorstep DLC service through IPPB - EPFO through India Post Payments Bank (IPPB) has started free doorstep Digital Life Certificate (DLC) service to EPS'95 pensioners. Pensioners who are unable to submit DLC using FAT themselves can avail free doorstep services of IPPB to submit their DLC.**

**Nidhi Aapke Nikat 2.0 – Held every month at district level to promote direct interaction between EPFO and stakeholders for grievance redressal and awareness.**

#### **In Respect of ESIC:**

**Employees' State Insurance Corporation (ESIC) has implemented a comprehensive digital platform as part of its e-governance initiatives to enhance delivery of social security services across the country, including in the State of Odisha.**

**The platform has been designed to provide end-to-end online services to a wide range of stakeholders, including employers, insured persons, ESIC personnel, third-party service providers, government agencies, and suppliers.**

**Through this digital ecosystem, key functions such as employer and beneficiary registration, contribution payment, disbursement of cash benefits, delivery and documentation of medical services, and inventory management have been enabled in an integrated manner.**

**Further, the availability of online portals and mobile based applications has facilitated convenient access to benefit-related and healthcare services for insured persons, thereby improving transparency, efficiency, and accessibility of services, including in Odisha.**

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**With regard to timeliness of EPFO claims, it is mandated that claims, complete in all respects, are to be settled within 20 days.**

**Further, system performance and service delivery have been strengthened through upgradation of IT infrastructure, including enhanced server capacity, bandwidth, and load management systems.**

**The performance of the Regions including Odisha regarding timeliness of claims is assessed through the monthly report and also visit by the senior officers.**

**(d): The Government has undertaken several initiatives to strengthen social security coverage under ESIC and EPF.**

**The Government has launched Employee Enrollment Campaign (EEC) for expanding the coverage of EPF. It provides a one-time window for employers of all establishments to voluntarily enroll eligible employees who were left out of EPF coverage between 1st July 2017 and 31st October 2025.**

**Similarly, the Employees' State Insurance Corporation (ESIC) has launched SPREE,2025 (Scheme to Promote Registration of Employers/Employees) for the period from 1st July 2025 to 31st December, 2025 and extended for one month's period up to 31st January, 2026. This scheme offers a one-time opportunity for employers and employees who may have been inadvertently left out of ESI coverage to register without concern for retrospective coverage or punitive action.**

**Further, the Code on Social Security (CoSS), 2020 extends EPFO coverage to all establishments and ESIC coverage to whole of the country.**

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