

**GOVERNMENT OF INDIA
MINISTRY OF COAL**

**LOK SABHA
UNSTARRED QUESTION No. 5998
ANSWERED ON 01.04.2026**

CASES OF DELAY IN PAYMENT OF PENSION BY CMPFO

5998. SHRI JANARDAN SINGH SIGRIWAL:

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

(a) whether the Government is aware of cases in Coal Mines Provident Fund Organisation (CMPFO), Dhanbad where payment of Provident Fund (PF)/Pension to the wife of a deceased employee of Bharat Coking Coal Limited (BCCL) has been inordinate delayed due to incorrect entry of the spouse's name in the CMPFO account despite the wife's name being correctly recorded in all other service records including the employee's Service Book;

(b) if so, the details of such cases reported during each of the last two years in CMPFO/BCCL along with the corrective measures taken/being taken by the organisations to resolve the issue; and

(c) whether the Government proposes to introduce a simplified and time-bound mechanism for rectification of clerical errors in CMPFO records in association with BCCL to ensure timely release of dues to widows/spouse and dependent family members and if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COAL AND MINES
(SHRI SATISH CHANDRA DUBEY)**

(a) and (b): The pension claims are processed in Coal Mines Provident Fund Organisation (CMPFO) based on records such as nomination forms and other service-related documents submitted through the concerned coal company. In some cases, discrepancies may arise in the furnished details, including spouse information. Cases of this nature generally arise due to discrepancies between the particulars recorded by the employer in CMPFO records (such as Form-A, PS-3, PS-4, etc.) and the service records maintained by the concerned coal company.

As a corrective measure, all claims are duly scrutinised in CMPFO and any discrepancies observed are communicated to the concerned coal company for verification and rectification based on authenticated service records. Over the past two years, all claims have been received and processed through the C-CARES portal, which enables digital submission and tracking. At present, there is no pendency of such cases at the level of CMPFO.

BCCL has informed that where discrepancies arise, appropriate corrective measures are undertaken depending upon the nature and complexity of the discrepancies, as detailed below:

(i) In cases involving minor variations in surname or spelling, certification is obtained from the BCCL Management confirming that both names pertain to the same individual, i.e., the legally wedded spouse of the member.

(ii) In cases involving significant differences in name, verification of the genuineness of the claimant is carried out through Police verification and/or on-the-spot Committee verification.

These measures help prevent fraudulent claims, ensure identification of the rightful claimant, and facilitate timely settlement of claims.

(c): A mechanism for time-bound settlement of claims and redressal of grievances is already in place in the CMPFO. As per its Citizen's Charter, the prescribed time limit for settlement of Provident Fund claims, pension claims and redressal of grievances is 30 days, subject to submission of complete and correct information by the concerned employer and claimant. Additionally, efforts are made to ensure timely rectification and discrepancies through the C-CARES platform and coordination with the concerned coal companies through Prompt Resolution for Assured Access to Social Security (PRAYAS) meetings, so as to facilitate prompt settlement of claims to eligible beneficiaries, including widows and dependent family members.
