

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 69
TO BE ANSWERED ON 04.12.2023**

COLLAPSING SOFTWARE SYSTEMS OF EPFO

69. SHRI V.K. SREEKANDAN:

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

- (a) whether it is a fact that the Employees' Provident Fund Organization is unable to rectify the EPFO's archaic and collapsing software systems, and finalising replacements for old servers that would likely stop working by January 2024;**
- (b) whether EPFO have brought this to the notice of the Government for their replacement;**
- (c) whether any further delay on the above will reflect adversely in respect of 25 crore employees provident fund accounts with a massive corpus of Rs. 21 lakh crore; and**
- (d) if so, the steps taken by the Government in this regard?**

ANSWER

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT
(SHRI RAMESWAR TELI)**

(a) to (d): Employees' Provident Fund Organisation (EPFO) has embarked on revamping its software as well as hardware. Towards this, Information Technology (IT) budget have also increased from Rs. 48.67 crore in the year 2019-20 to Rs. 283.3 crore (Budget Allocated) in the year 2023-24. All the hardware including servers are under maintenance support.

Infra-database licenses, compute (servers) and storage have been recently augmented. Storage Augmentation Policy has been implemented. The Storage Area Network (SAN) Storage of 477 Terabyte has been procured through Government e Marketplace (GeM) and has been installed in Data Centre, Alternate Data Centre and National Data Centre.

Contd..2/-

The regular monitoring coupled with IT interventions and augmentations has resulted in significant increased efficiency and last mile delivery to the members, as demonstrated by the following:

- (i) Timely claim settlement has improved to 98.92% in the year 2022-23 from 96.43% in the year 2021-22.**
- (ii) Grievance redressal time is halved to 6 days.**
- (iii) The volume of transactions in field office applications from 01.04.2023 till 31.10.2023, wherein 261.47 lakh claims amounting to Rs.1,07,277 crore have been processed, reflects operational efficiency.**
- (iv) 588 lakh claim settlements have been made in the year 2022-2023, which is 95% higher than the claims settled in the year 2019.**
