

**GOVERNMENT OF INDIA
LABOUR
LOK SABHA**

UNSTARRED QUESTION NO:3570
ANSWERED ON:16.08.2000
BHARTIYA NIDHI ADALAT
SUSHILA SAROJ

Will the Minister of LABOUR be pleased to state:

- (a) whether the Government propose to start open session of Bhartiya Nidhi Adalat in the Provident Fund Office in various States, particularly in Uttar Pradesh and Bihar;
- (b) if so, the details thereof, State-wise;
- (c) whether the Government have received complaints pertaining to delay in the payment of provident fund caused by the Provident Fund Offices located in Lucknow and Patna;
- (d) if so, the details alongwith the action taken thereon, State-wise; and
- (e) the steps taken by the Government to bring improvement in the performance of Provident Fund Offices?

Answer

MINISTER OF STATE FOR LABOUR AND EMPLOYMENT (SHRI MUNI LALL)

- (a) & (b): All regional Employees` Provident Fund Offices including offices in U.P. & Bihar are required to hold Lok Adalat on 10th of every month for resolving grievances and disputes of a complex nature.
- (c): Yes, Sir.
- (d): In the Regional Office Patna there were 366 complaints out of which 359 have been settled. In the Sub Regional Office Lucknow 73 complaints were received and disposed of.
- (e): In order to provide prompt service to the subscribers, a massive computerization programme has been launched in the EPF Organisation. A Central action Plan has also been formulated for regular monitoring of settlement of PF claims. The grievance redressal machinery in the EPF Organisation has been strengthened and activated so as to ensure early settlement of PF claims. A statutory time limit of 30 days has been fixed for settlement of EPF claims complete in all respects. Facilitation centers have also been set-up in EPF offices to provide, inter-alia, to subscribers information in respect of their pending claims/complaints.