

**GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA**

STARRED QUESTION NO:245

ANSWERED ON:12.12.2011

PENDING CASES IN EPF

Khaira Shri Chandrakant Bhaurao;Yadav Shri M. Anjan Kumar

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

- (a) the total number of cases pending for settlement under the Employees Provident Fund (EPF) all over the country during the last three years and the current year;
- (b) the reasons for the pendency of such cases and the action taken to settle the cases and the outcome thereof;
- (c) whether the Government proposes to review the functioning of the EPF Organisation; and
- (d) if so, the details thereof?

Answer

MINISTER OF LABOUR AND EMPLOYMENT (SHRI MALLIKARJUN KHARGE)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF THE LOK SABHA STARRED QUESTION NO. 245 FOR 12.12.2011 REGARDING PENDING CASES IN EPF BY SHRI CHANDRAKANT KHAIRE AND SHRI ANJAN KUMAR M.YADAV.

(a): Details on 'Pendency of Claims' for the last three years and the current year (upto 30.11.2011) are given below:

(Figures in lakhs)

Year	Opening balance as on 1st April during the year	Claims received during the year	Workload	Disposal during the year	Claims pending relation to workload	Pendency ratio in
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1	2	3	4(2+3)	5	6(4-5)	7(6/4)
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2008-09	4.27	95.31	99.58	93.07	6.51	6.54%
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2009-10	6.51	101.73	108.24	101.00	7.24	6.68%
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2010-11	7.24	97.55	104.79	98.05	6.74	6.43%
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2011-12	6.74	80.11	86.85	67.22	19.63	22.60%
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(b): The main reason for pendency of claims is because of the fact that in some of the offices the process of migration of legacy data to the new computerised system and updation of pending accounts took place during the early part of the financial year 2011-12.

For this process some of the staff were diverted from the routine functioning which arrested the pace of settlement of claims.

The following remedial measures have been taken for speedy settlement of claims:

- (i) National Electronic Fund Transfer (NEFT) facility has been introduced to expedite the process of settlement of claims.

(ii) The Employees' Provident Fund Organisation is already on the path of computerization and has introduced new software in all its field offices. After completion of these tasks, the process of settlement of claims will be simple, better and speedier.

(iii) Upgradation of existing offices and by opening new offices with reference to the workload will speed up the process of settlement of claims.

(iv) Monitoring of settlement of claims is being done by Regional Provident Fund Commissioner-In-charge of office himself. It is further monitored at Head Office level.

(v) Settlement of claims is a continuous process. As there is a continuous inflow of fresh claims, certain claims are likely to be pending at any given point of time. The claims which are pending in a month are settled in the subsequent cycle of claim settlement.

(vi) Cases pending at different courts also come on the way of settlement of claims. All the field offices have been suitably directed to review the position of pendency and to take all efforts through legal counsel for early disposal of the cases to augment claim settlement process.

(c) & (d): Review of functioning of the Employees' Provident Fund Organisation is an ongoing process. Government reviews the functioning of the Organisation in consultation with Central Board of Trustees, Employees' Provident Fund from time to time and takes appropriate corrective steps.