

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

UNSTARRED QUESTION NO:1920
ANSWERED ON:09.03.2015
PENDING SETTLEMENT OF EPF CLAIMS
Joshi Shri Chandra Prakash

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

- (a) the total number of cases of Employees' Provident Fund (EPF) pending for settlement during each of the last three years and the current year, State/UT-wise;
- (b) whether the rate of settlement related to EPF claims of beneficiaries is slow due to inadequate number of Regional Employees' Provident Fund appellate Tribunals;
- (c) if so, the reaction of the Government thereto and if not, the reasons for the pendency of such cases;
- (d) the action taken for speedy disposal of the pending claims along with the outcome thereof; and
- (e) whether the Government proposes to review the working of EPF Organisation and if so, the details thereof?

Answer

MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT (SHRI BANDARU DATTATREYA)

(a): The State/UT-wise details of pending cases for settlement during the last three years and the current year are at Annex.

(b): No, Madam.

(c): Employees' Provident Fund Organization (EPFO) has been mandated under the three Schemes to settle claims, complete in all respect, within 30 days from the date of its receipt. At any point of time, it would not be possible to have no pendency of claims since receipt of claims is an ongoing process. At present, the Organisation is able to settle nearly two-third of all claims within 10 days of their receipt and the rest of the claims are settled in accordance with the mandate.

(d): The following measures have been undertaken by EPFO for speedy disposal of claims:

i. The process of settlement has been simplified and certain manual processes have been done away with.

ii. The authorities for approval of settlement have been reduced from 3 to 2 levels.

iii. Provision for ECR (Electronic Challan-cum- Return) has been made for the employers to file their return electronically.

iv. National Electronic Fund Transfer (NEFT) has been introduced for payments. Over 99% of all payments, including monthly pension payments, are effected electronically.

v. Process for transfer claims has been re- engineered.

As a result, the pendency ratio has gradually reduced over the years:

Year Pendency
ratio (%)

2011-12	4.62
2012-13	1.84
2013-14	1.51

(e): The Government has been regularly reviewing the performance of EPFO. As a result, there has been an increase in efficiency, both in settlement of claims and payments thereon.