

# EPFO conferred with Platinum Partner Award for highest transactions on UMANG App

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On the occasion of completion of 3 years of UMANG App, Shri Ravi Shankar Prasad, Minister for Electronics and Information Technology, Communications and Law & Justice unveiled the newly instituted UMANG Awards for Partner Departments of Centre and States based on average transactions in the past six months across all services. Employees' Provident Fund Organisation (EPFO) has been conferred with Platinum Partner Award for registering more than 25 lakh transactions on UMANG App.

As majority of EPFO members are from the socio-economically disadvantaged sections, an accessible and affordable solution was needed to reach out to crores of EPFO subscribers. Considering the popularity and ease of usage of internet based devices like smart phones, Kaios feature phones, tablet and desktop, EPFO aimed to harness the potential of UMANG app to enable easy and round-the-clock access to its services, especially to the subscribers residing in remotest of locations. This led to the launch of EPFO services on UMANG.

Using UMANG App, EPFO members can access 19 different services of EPFO on their mobile phone. A member can view passbook, activate UAN, raise claim, track claim status, apply for scheme certificate, seed aadhaar with UAN, update JeevanPramaan, register grievance, search establishment, get EPFO office address etc. For availing these services an aadhaar seeded active UAN (Universal Account Number) and a mobile number registered with the EPFO is required.

UMANG App has been a big hit among EPFO subscribers enabling them to utilise services in hassle free manner from the comfort of their homes even during COVID-19 pandemic. During the current financial year from 1st April to September 2020, a total of 7.91 lakh claims have been filed by the members on UMANG App. UMANG has enabled members overcome the mobility restriction induced by COVID-19 pandemic in accessing EPFO services and thereby reduced the need to physically visit the offices of EPFO.

EPFO's services have been the most popular on UMANG app. Of the 42.63 crore hits the app has clocked from October 2019 to September 2020, 37.93 crore hit pertained to EPFO's services. With 88% eyeball on UMANG, it may not be an exaggeration to claim that EPFO has been a key driver of UMANG's popularity.

By facilitating simple and effortless access to its services from a single mobile app, EPFO has been able to bring a major shift from e-governance to m-governance giving power and convenience in the palms of its members throughout the country. UMANG app has emerged as a crucial tool for EPFO to provide Nirbadhie online, seamless and uninterrupted service to its members.

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