

## PRESS RELEASE

EPFO, Head Office, New Delhi

67<sup>th</sup> foundation day of Employees' Provident Fund Organisation (EPFO) was celebrated on 1<sup>st</sup> November 2019 at PravasiBharatiya Kendra, New Delhi.

Shri Sunil Barthwal, Central P.F Commissioner welcomed the Shri Santosh Kumar Gangwar, Hon'ble Minister of State for Labour & Employment (Independent Charge), Government of India and the guest of honour Shri Heera Lal Samariya, Secretary, Labour & Employment, Government of India. He also welcomed all the dignitaries of Central Government, State Government, international Organisations and representatives of employers and employees.

On this occasion, Hon'ble Minister launched three important digital initiatives of EPFO for the benefits of its stakeholders-

**1) Online Facility for UAN generation by worker:** *Now any workers can obtain Universal Account Number (UAN) directly on EPFO website which enrolls them for PF, Pension and Life Insurance benefits and a worker need not depend on his employer alone for UAN.* This is in the direction of ease of living and ensuring universal social security.

**2) EPS Pensioner's PPO in DigiLocker website/Application (APP)** EPFO integrates with DigiLocker of NeGD to create depository of electronic PPOs which is accessible to individual pensioners. This is a move towards paperless system and ease of living for pensioners.

**3) e-Inspections:** Digital interface of EPFO with employers: The E-Inspection Form would be available in user login of employers not filing ECR which enables employer to inform either closure of business or unpaid dues with proposal for payment. It will nudge employers for compliant behavior and prevent undue harassment of non-willful defaulters and eliminate inspector raj.

The Hon'ble Minister expressed satisfaction that EPFO has come along way and now has almost 6 Crores active members, 20 Crores member accounts, 65 Lakhs pensioners and corpus of 12.7 Lakhs Crores. He stated that the EPFO has earned trust of the EPF members due to EPFO's ability to pay high rate of interest on the PF and provision of online claim facility to members to get money in time of need. The online auto transfer of PF on job change is an important service which has further helped the member. He stressed the need to carefully and sympathetically attend to the grievances and expressed satisfaction at the working of revamped grievance portal of EPFO. He also advised all concerned for prompt and time bound disposal of 7 inquires so that workers get justice. He complimented the offices which received the best performing office and best practice awards and expressed hope that best practices shall be followed in every office of EPFO.

Shri Heeralal Samariya, Secretary, Labour & Employment, Govt. of India and the Guest of Honour appreciated the efforts of the EPFO in further improving its service delivery mechanism which has generated trust amongst its stakeholders. He said that workers believe that their money is safe in EPF and also earn a high income on the EPF deposits. He stated that a robust investment mechanism and close monitoring by CBT has ensured safe investments and also higher returns. SMS to employees about receipt of their monthly contribution and online claims have strengthened their trust in EPFO.

Shri Sunil Barthwal, Central Provident Fund Commissioner made a brief presentation on the EPFO's journey since 1952 and highlighted the EPFO performance during the last year. He told that EPFO has aligned its policies and services in line with three principals of the Government i.e. Ease of Doing Business (EODB) to ensure a friendly and honest relationship between Employers and EPFO; Ease of Living for Employees, brought about by digitization & online services and a Good Governance model that is transparent, consultative and participative. He added that the 'Digital India' drive is being implemented in letter and spirit in EPFO. EPFO is the largest user of UMANG app i.e 87% of customers on the UMANG app are EPFO subscribers. 93% of claims received online in September 2019 as against meagre 5% in October 2017. The revamp of EPFIGMS has ensured prompt grievance redressal and now 92% grievances get resolved in 20 days and even 98% of the grievances on CPGRAM related to EPFO are resolved in 9 days. Public outreach at various levels and "Nidhi Aapke Nikat" every month have ensured a stakeholder friendly and a sensitive approach towards grievances. EPFO is consistently trying to achieve digitization through KYC seeding linked through Aadhar. There has been a 70% increase in mobile number linked to Aadhar from the period of October 2017 to September 2019.

He also gave an insight into an average day of EPFO in 2018-19. Approximately 614 crores received as contribution, 329 crores was paid to beneficiaries, Rs 302 crore was invested, 416 establishments were registered and 74423 members were enrolled and 2604 grievances redressed.

On this eventful day, a booklet was also released commemorating the historic journey of EPFO from 1952 to 2019.

The function also marked distribution of awards to best performing EPFO offices to Zonal Office Haryana, RO, Dehradun, RO, Agra, DO, Thrissur. RO, K R Puram was the Best Online Claims settlement performer, RO, Delhi (East) was adjudged the best in KYC seeding in UAN. Awards in two new categories – Swachhata to RO, Dehradun and Punctuality to RO, Kannur were also given. The best performing IT team award was for the Team developing the facility for UAN for workers. The best performing Exempted PF Trust award went to BHEL Hyderabad Provident Fund Trust.

A documentary film on benefits and services delivered by EPFO was also released during the function.