



Steps Taken by EPFO to Streamline Process of Claim Settlement

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EPFO has taken several steps to streamline the process of claim settlement. Some of these are as following:

1. For Auto mode processing of advance claims, the amount limit has been enhanced to Rupees One lakh. Further, in addition to illness / hospitalization advances, the advances for housing, education and marriage are also enabled for auto mode processing. Now, **60% of advance claims are processed in auto mode.**

The auto-mode claims are processed within three days. **EPFO achieved a historic high of 2.16 crore auto-claims settlement** as on 06.03.2025 during the current financial year, up from 89.52 lakh in FY 2023-24.

2. Member details correction process has been simplified, and members having Aadhaar-verified UANs can make corrections in their IDs themselves, without any EPFO interventions. At present, about **96% corrections are being done without any EPF office intervention.**
3. Over 99.31% claims are now received in online mode, without any requirement to visit the field office. In FY 2024-25 as on 06.03.2025, **7.14 Crore claims have been filed in online mode.**
4. In Transfer claim submission requests, the need for employer's attestation of Aadhaar-verified UANs has been done away with. Now **only 10% transfer claims require member and employer's attestation.**
5. The requirement for submitting a cheque-leaf with the claim form has also been relaxed for KYC-compliant UANs meeting prescribed criteria.
6. EPFO has also provided de-linking facilities to the members, whose EPF accounts have been erroneously/fraudulently linked by the establishments. Since its launch on 18.01.2025, **more than 55,000 members have de-linked their accounts** till the end of February, 2025.
7. Certain upfront validations have been developed to guide members about eligibility /admissibility of claims so as to ensure that members do not file ineligible claims

8. The claim settlement process is being further simplified with **Centralization of member databases under Centralized IT Enabled System (CITES 2.01)**.

This information was given by Union Minister of State for Labour & Employment, Sushri Shobha Karandlaje in a written reply in Lok Sabha today.

Himanshu Pathak

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