

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 1631
TO BE ANSWERED ON 10.03.2025**

PROBLEMS IN IT SYSTEM OF EPFO

**†1631. SHRI SANJAY HARIBHAU JADHAV:
SHRI OMPRAKASH BHUPALSINH ALIAS PAVAN
RAJENIMBALKAR:**

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

- (a) whether the Government has taken cognizance of the recurring problems in the Information Technology (IT) systems of the Employees' Provident Fund Organisation (EPFO), if so, the manner in which the said problem is being addressed;**
- (b) whether the Government has conducted any investigation into the matter, if so, the details of the steps taken by the Government to address the problems;**
- (c) whether the Government is contemplating to make comprehensive overhauling of EPFO's IT infrastructure, if so, the details thereof;**
- (d) whether the Government has set any time limit for implementation of the upgradation works along with the details thereof;**
- (e) whether the Government has received any representation from the regional EPFO Offices with regard to excess work load and operational difficulties due to system's capacity; and**
- (f) if so, the details thereof along with the measures being taken by the Government to address said issues, State-wise?**

ANSWER

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT
(SUSHRI SHOBHA KARANDLAJE)**

(a) to (f): EPFO has undertaken an extensive diagnostic study, leading to several steps, such as storage upgrade and addressing high load on specific database server ports and performance tuning etc., which has resulted in improvement of performance of IT systems.

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During FY 2024-25, Software interventions have been made in the existing Applications for ease of living and ease of doing business. As a result of these initiatives, there has also been an improvement in speed of the processing of various transaction requests of the members like claims etc. Further, simplification in the claims processing has provided relief to staff and officers as they now complete most tasks in their regular course of work.

As part of the EPFO 2.0 or Centralized IT Enabled System (CITES 2.01), the 'Field Office Applications' processes (Claims – EPF, EDLI, ECR, Annual Accounts, User Management, Surrender of Exemption) have been redeveloped with addition of new features and functionalities for a centralized database. CPPS (Centralized Pension Processing System) has been successfully started for all the pensioners of EPFO across India. Now, the pensioners can get their pension through any branch of any Bank anywhere in India. A member profile correction facility has been made available to allow members to directly correct/update their details, thereby reducing dependency on employers. Further, the present requirement of routing the online transfer claim through either the past or the present employer has been dispensed with.

As part of EPFO 3.0, stakeholder consultations have been held for transforming EPFO into a future-ready, member-centric, and a technology-driven organization.
