

EPFO Simplifies Online Process for Member Profile Updation

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To reflect its commitment for improving member services and for ensuring the accuracy of member data, Employees' Provident Fund Organization (EPFO) has introduced further simplification in the process of updating member profile. Under the revised procedure, the members whose Universal Account Number (UAN) has already been validated through Aadhaar can update their profile like name, date of birth, gender, nationality, father/mother's name, marital status, spouse name, date of joining and date of leaving themselves without the requirement of uploading any document. Only, in certain cases where UAN was obtained prior to 1-10-2017, the updation would require certification of employer only.

The consistency and authenticity of personal data of EPF member in the database of EPFO is of paramount importance to ensure that the services are provided seamlessly and to avoid risk of erroneous/ fraudulent payment from the fund. In case of any need for changing or correcting the member details, a functionality was already made available to the members by which they could upload the required documents and file their requests online. Such requests used to be endorsed by the employer online and forwarded to EPFO for final approval.

Out of the total 8 lakhs requests received at EPFO for correction through employers in FY 2024-25, almost 45% of the change requests can be self-approved by the member without employer's verification or approval at EPFO. On an average this will eliminate a delay of nearly 28 days taken by employer to approve Joint Declarations (JDs). The request for change/correction of EPF Account holders not having a full e-KYC, shall get approved at employer level in approximately another 50% of the cases without requirement for any approval at EPFO.

This revision will immediately benefit around 3.9 Lakh members whose requests are pending at various stages. If any member who can self-approve has already filed his request which is pending with employer, the member can delete the already filed request and self-approve as per simplified process. The majority of the cases could directly be self-approved by the member themselves or in some selected cases by the employer.

At present, around 27% of the grievances filed by the members relate to member profile/KYC issues and with the introduction of the revised JD functionality, it is expected that there shall be drastic reduction in the number of grievances being filed by the members.

This simplification in the online process would facilitate the immediate clearing of the member's requests duly ensuring data consistency, minimizing the risk of errors and duly ensuing efficient service delivery to the members and promoting ease of living. At the same time by avoiding additional workload at employer's end for verification of such details, the simplified process will significantly improve ease of doing business.

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