

EPFO Simplifies PF transfer Process to Enhance Service Delivery and Ensure Ease of Living for members

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To ensure ease of doing for its members, EPFO has simplified the process for transfer of PF account on change of jobs wherein the requirement to route online transfer claims through either the previous or current employer has been removed in majority of cases. With the introduction of the revised process, it is expected that in future over 1.20 crore out of 1.30 crore total transfer claims i.e. 94% of the total claims would be directly forwarded to EPFO without requiring the employer's intervention.

Presently, transfer claims in certain situations do not require any approval from the employer when a member leaves an employment and joins another establishment. From 1st April 2024 till date, around 1.30 crore transfer claims have been received by EPFO in the online mode out of which approx. 45 lakh claims are auto-generated transfer claims which account for 34.5% of the total transfer claims.

This simplified process will result in a considerable reduction of the turnaround time as the claim on submission by members. It will also greatly reduce the member grievances considerably (presently 17% of the total grievances pertain to transfer related issues) along with the corresponding rejections. Large employers who have a large workload of approving such cases will have significant improvement in the ease of doing business.

After implementation to this revised procedure, transfer claims will be processed directly by EPFO, speeding up the service for members. These reforms will not only streamline processes but also help build greater trust and confidence in EPFO services

These initiatives reflect Government's commitment to simplifying processes and improving efficiency of EPFO for Ease of Living for members. By leveraging technology and introducing member-friendly policies, EPFO aims to deliver seamless and secure services to its members.

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