

# EPFO Barkatpura, Hyderabad Sets New Benchmarks in Member Service Delivery and Digital Transformation

## As Modi Government Marks 11 Years, Barkatpura EPFO Stands Out for Transparent and Member-Centric Innovations

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The Employees' Provident Fund Organisation (EPFO) Regional Office, Barkatpura, a continuation of the Hyderabad Regional Office functioning since 1952, has reaffirmed its leadership in social security administration through remarkable achievements in service delivery, digital transformation, and financial recovery during the year 2024–25.

Serving as a critical hub for EPF and pension-related services across six districts of Telangana, the Barkatpura office oversees 34,241 establishments, manages 27.47 lakh accounts, and provides services to 6.77 lakh contributing members and 1.14 lakh pensioners.

### **Milestone Achievements in 2024–25**

The office has effectively implemented several flagship initiatives of the EPFO Head Office, including:

- **Expanded Automatic Claim Settlement:** With an average of 30,001 auto-claims settled monthly, the office has slashed processing time from 10 days to just 3–4 days, offering quick relief to members.
- **Centralised Pension Payment System (CPPS):** Enabled nationwide pension disbursement, giving pensioners seamless access to benefits from any bank.
- **Face Authentication Technology:** Enabled pensioners to submit Digital Life Certificates from home using smartphones, eliminating the need to visit physical centres.
- **Paperless Reforms:** In compliance with Aadhaar-linked UAN norms, the office has done away with cheque leaf submissions and employer attestations, accelerating claim settlements.

In addition to these reforms, the office processes an average of 66,379 claims per month and redresses 5,988 grievances monthly, demonstrating its commitment to responsiveness and transparency.



Going beyond centrally mandated reforms, the Barkatpura office has pioneered several member-focused services:

- Women Help Desk: Dedicated support system for female EPF members.
- Death Claim Verification Desk: Fast-tracking support during bereavement.
- Digital Touchscreen Kiosk: Self-service facility offering access to EPFO FAQs and informative videos.



Recognizing the importance of staff well-being, the office has introduced a Creche facility for working parents and conducted regular medical camps. Year-round Swachhata and beautification activities, including murals and cleanliness campaigns, have transformed the office environment.



In FY 2024–25, the office achieved 90% recovery of Arrear Demand, contributing significantly to the financial health of the EPFO and extension of benefits to members.

It disbursed a total of ₹48.41 crore in monthly pensions and ₹153.95 crore under Provident Fund (PF) and Employees' Deposit Linked Insurance (EDLI) schemes, reinforcing its role in ensuring financial security for the workforce.

In acknowledgment of its high standards in public service delivery, the office was conferred the Best Office in Grievance Management Award at the Bhavishya Nidhi Awards 2024.

Following the Hon'ble Supreme Court's November 2022 judgment on Pension on Higher Wages (PoHW), the Barkatpura office led the nation in implementation by processing 98% of received applications (1,17,054 of 1,18,492)—providing enhanced pension benefits to eligible members in a time-bound and efficient manner.

As part of continuous improvement efforts, the Regional Office has initiated the renovation of its Facilitation Centre and PRO Desk to provide a more accessible and modern service. EPFO Barkatpura's performance is a testament to the Government of India's commitment to ensuring timely, transparent, and technology-driven social security for all workers.

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