

PRESS RELEASE

Online helpdesk for settlement of Inoperative EPF Accounts Bandaru Dattatreya launches online helpdesk for Inoperative Accounts Campaign for identification and settlement of Inoperative Accounts launched

Head Office, New Delhi, 18th February, 2015: In accordance with the Hon'ble Prime Minister's directions on the occasion of the 'Shrameva Jayate' programme regarding the settlement of EPF Inoperative Accounts having Rs. 27,000 crores as balance, EPFO has launched an action programme for realizing the same. Shri Bandaru Dattatreya, Hon'ble Minister of State for Labour and Employment (Independent Charge) today inaugurated an **EPFO Inoperative Account online helpdesk** to assist the holders of Inoperative Accounts to trace out their accounts and effect settlement or transfer of the same to their present account.

The online helpdesk can be accessed through EPFO's website. The member shall be prompted to provide the known details of his/her employment in a specially designed proforma including establishment code, PF account no. address, State, City, date of joining etc. Likewise, personal information is also to be provided like name, mobile number, Date of Birth, Name of Father / Husband, e-mail Id, contact address, Aadhar number, Bank A/c No. etc. The members are expected to provide the information to the extent available with them. Thereafter, a reference ID is created for future reference and tracking. Based on the reference ID generated, the field office concerned (where the member held his PF account) shall contact the member and guide him for getting the settlement or effecting the transfer as the case may be.

The introduction of Universal Account Number (UAN) is expected to greatly facilitate the above initiative as UAN would enable consolidation of multiple previous PF account numbers with the present one. In addition to this, the recent e-governance initiative of EPFO such as Online Transfer Claim portal (OTCP), the introduction of batch processing software for updating the annual accounts of the subscribers have helped the organization to zero-in on the Inoperative Accounts and take necessary corrective action.

In addition to the above, EPFO has issued directions to the field formations to organize camps, to identify and facilitate settlement of Inoperative Accounts and ensure that the money goes to the rightful claimant. The participation of employers covered under the Act in this initiative has been sought and all efforts are being taken to ascertain the present status of the beneficiaries including the current address, current employment, whether the member is a UAN allottee, the bank account details and Aadhar details of the member.

Recent e-governance initiative of EPFO

• Inoperative Accounts helpdesk	TODAY
• New passbook (UAN based)	10/2014
• SMS to member & employers for monthly transactions	10/2014
• Universal Account Number programme	10/2014
• Online Registration of establishment (OLRE portal)	06/2014
• Centralized monitoring of the compliance related functions	03/2014
• Electronic-return for exempted establishment	01/2014
• Online transfer claim portal	10/2013
• Auto crediting of annual interest (Batch wise)	08/2013
• Certificate of coverage for International Workers	08/2013
• Electronic return to collect missing details of members	03/2013