

25 Per Cent Higher Claims Settled in First Quarter of 2024-2025

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The EPFO, one of the world's largest social security organizations, has continuously improved its service area, particularly settlement of claims. In this regard multiple initiatives have been taken for faster claim settlement and information dissemination for return of the claim for incomplete information or rejection due to ineligibility of the claim.

A system has been put in place to keep the subscribers informed, by sending SMS to his registered mobile number in case of claim rejection. The claimant can click on the link provided in the SMS to know the reason of rejection/Return and status of settlement. Alternatively, he/she can also login into member Portal to know the status accordingly. The system has enabled increase in settlement.

EPFO has settled 1,36,68,013 claims in the Q1 of the FY 2024-25 with payment outgo of Rs. 57,316.09 Crore/-. This is higher by 25.09% in settlement of claims which was 1,09,26,376 in Q1 of 2023-24 with payment outgo of Rs. 45,820.69 Crore.

EPFO is committed to providing highest standards of service delivery to its stakeholders. Through various reforms undertaken, EPFO is relentlessly working towards the commitment to ease of living for its members.

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Himanshu Pathak

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