

Employment generation in West Bengal

2637. SHRI RITABRATA BANERJEE: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether it is a fact that 39 lakh employments have been generated in West Bengal in the last four years, if so, the details thereof; and

(b) out of these employments how much have been generated through employment banks?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI BANDARU DATTATREYA): (a) As per results of two surveys conducted by National Sample Survey office (NSSO) estimated employment on usual status (ps+ss) during 2009-10 and 2011-12 is given below for West Bengal and All India:

WPR	2009-10	2011-12
West Bengal (in%)	38.6	39.2
All India (in %)	39.2	38.6
TOTAL WORKFORCE (IN CRORE)	46.55	47.41

(b) This information is not maintained centrally.

Nidhi Aapke Nikat programme of EPFO

2638. SHRI RAVI PRAKASH VERMA:

SHRI A. U. SINGH DEO:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government has unveiled Nidhi Aapke Nikat, a public outreach programme of Employees' Provident Fund Organisation (EPFO) in the recent past;

(b) if so, the details and the salient features thereof;

(c) the Zone-wise number of customer grievances/complaints received by EPFO during 2014-15 so far and the number of them addressed and pendency as on date; and

(d) the extent to which the Nidhi Aapke Nikat programme will be able to check increasing number of customer grievances/complaints in various EPFO centres in the country?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI BANDARU DATTATREYA): (a) Yes, Sir.

(b) The details and salient features of Nidhi Aapke Nikat launched by Employees' Provident Fund Organisation (EPFO) on 10th July 2015, are as follows:

- (i) It is a public outreach programme.
- (ii) It is proposed to be held on 10th of the month and on the next working day if the 10th happens to be a holiday.
- (iii) It is held in all the 122 field offices of EPFO across the country and is to be presided over by the officer-in-charge.
- (iv) Various new initiatives in the interest of employees/employers taken by EPFO are explained during the programme.
- (v) It is an endeavour by EPFO to bring together all its different stakeholders on a common platform.
- (vi) It encourages employees and employers to give their suggestions and feedback regarding the different issues affecting EPFO besides redressing grievances.

(c) The zone-wise details of customer grievances/complaints received by EPFO during 2014-15 are given in Statement (*See* below).

(d) EPFO has been consistently improving its service delivery using a number of Information Technology (IT) initiatives. As a result, the number of grievances received annually has considerably come down. While 2,74,976 grievances were received in 2011-12, this has reduced by 32.91 per cent to 1,84,480 in 2014-15.

'Nidhi Aapke Nikat' not only adopts participatory and broad based approach in dealing with its stakeholders, but also disseminates information regarding the new initiatives taken in the interest of stakeholders. Such measures in due course bring about greater public awareness of the rights and responsibilities of all the stakeholders and will in turn, check the number of grievances in future.

Statement

The Zone-wise details of customer grievances received by EPFO during 2014-15

Name of Zone	Opening Balance	Receipts	Disposal	Pending as on 31.03.2015
1	2	3	4	5
Delhi and Uttarakhand	116	23028	23128	16
Haryana and Rajasthan	52	13500	13543	9
Punjab and Himachal Pradesh	57	4331	4372	16

1	2	3	4	5
Bihar and Uttar Pradesh	40	7868	7898	10
Andhra Pradesh and Odisha	425	16023	16296	152
Karnataka and Goa	992	23500	24312	180
Tamil Nadu and Kerala	466	21747	22152	61
West Bengal and North-East Region	85	10732	10782	34
Maharashtra and Chhattisgarh	1848	41529	42360	1017
Gujarat and Madhya Pradesh	60	7422	7474	8
Head Office/Others	446	14800	10004	656
TOTAL	4587	184480	182321	2159

Unclaimed provident funds

2639. SHRI SANJAY RAUT: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether it is a fact that more than ₹ 9000 crore provident funds are unclaimed from Government so far;

(b) if so, the details thereof and the reasons for unclaimed provident funds;

(c) whether Government is considering to put such unclaimed names on Government website for facilitation of the beneficiaries to track their accounts; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI BANDARU DATTATREYA): (a) There is no unclaimed amount in Employees' Provident Fund (EPF). However, as per para 72(6) of the Employees' Provident Fund Scheme, 1952, certain amounts are classified as 'Inoperative Accounts' in which contributions have not been received for thirty six months continuously. All such Inoperative Accounts have, however, definite claimants.

(b) As per Annual Account of Employees' Provident Fund Organisation (EPFO), ₹ 27,448.54 crores has been classified as Inoperative Accounts of Employees' Provident Fund as on 31.03.2014.

The reasons for such inoperative accounts are as under:

(i) The members after switching the job from one covered establishment to another do not get the funds transferred to their present account. As a result, the old account becomes inoperative after thirty six months.