



सामाजिक सुरक्षा संगठन
Social Security Organisation

कोयला खान भविष्य निधि संगठन

COAL MINES PROVIDENT FUND ORGANISATION
(भारत सरकार कोयला मंत्रालय का एक सांविधिक निकाय)
(A Statutory Organization under Ministry of Coal, Government of India)

आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER

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F.No. CMPFO-15.0014.0/1/2024-CP/848 Dated: 26th March, 2026

To,

Shri Kunal Prasad, Under Secretary,
Government of India, Ministry of Coal,
New Delhi-110001,
Email- meetkunal-upsc@gov.in

Sub: Admitted Unstarred Question Number 5998 to be answered on 01.04.2026 in
Lok Sabha- reg:

Ref: MoC's email dated 25.03.2026.

Sir,

I am directed to refer to the subject mentioned above and to state that the required input regarding the Admitted Lok Sabha Unstarred Question No. 5998 on the subject "Cases of Delay in Payment of Pension by CMPFO" is enclosed herewith for kind consideration and appropriate action.

Yours faithfully,

Encls: As above.

Madhuresh Kumar Singh
26/03/2026

(Madhuresh Kumar Singh)
Assistant Commissioner (CP)

Copy to: PA to Commissioner, CMPFO, Dhanbad- for information, please.

Sl. No.	Question	
(a)	<p>whether the Government is aware of cases in Coal Mines Provident Fund Organisation (CMPFO), Dhanbad where payment of Provident Fund (PF)/Pension to the wife of a deceased employee of Bharat Coking Coal Limited (BCCL) has been inordinate delayed due to incorrect entry of the Spouse's name in the CMPF account despite the wife's name being correctly recorded in all other service records including the employee's Service Book;</p>	<p style="text-align: center;">Input</p> <p>Claims are processed on the basis of records such as nomination forms and other service-related documents received through the concerned coal company. In some cases, discrepancies in the particulars furnished, including spouse details, may arise due to variations in the records provided by the concerned colliery management, which may lead to return of Provident Fund and pension claims until such discrepancies are verified and rectified in coordination with the concerned coal company.</p> <p>All claims since last two years received and processed through the C-CARES portal, which ensures digital submission and tracking.</p>
(b)	<p>the details of such cases reported during each of the last two years in CMPFO/BCCL along with the corrective measures taken/being taken by the organisations to resolve the issue; and</p>	<p>Such cases generally arise due to discrepancies between the particulars recorded by the employer in CMPFO records (such as Form-A, PS-3, PS-4 etc.) and the service records maintained by the concerned coal company.</p> <p>At present, there is no pendency of such cases at the level of CMPFO. A total of 12 cases involving discrepancies have been returned to the concerned coal company (BCCL) for rectification / clarification based on authenticated service records. The current status of these claims may be obtained from the concerned coal company.</p> <p>As a corrective measure, claims are scrutinised and discrepancies, if any, are communicated to the concerned coal company for verification and rectification based on authenticated service records. Further, claims are processed through the C-CARES portal, which facilitates digital submission and tracking of claims to ensure timely settlement.</p>
(c)	<p>whether the Government proposes to introduce a simplified and time-bound mechanism for rectification of clerical errors in CMPFO records in association with BCCL to ensure timely release of dues to</p>	<p>A time-bound mechanism for settlement of claims and redressal of grievances is already in place in the Coal Mines Provident Fund Organisation.</p>