

Centralised IT-Enabled System (CITES) Project

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Centralised IT-Enabled System (CITES) Project Latest News

Recently, the Employees' Provident Fund Organisation (EPFO) carried out a planned nationwide database consolidation under its Centralised IT-Enabled System (CITES) project.

About Centralised IT-Enabled System (CITES) Project

- It is EPFO's initiative to **modernise its service delivery mechanism** through automation and rule-based processing.
- It is designed by the **Centre for Development of Advanced Computing (C-DAC)**.

Features of Centralised IT-Enabled System (CITES) Project

- **Single Database:** CITES provides a **single centralised system** architecture with **one national database**.
- **Online services:** Most of the services, **including KYC updates**, can be done online using the new platform.
- **Faster Service:** The new interface simplifies transfers, helps maintain an accurate service history, and enables faster settlements.

- Members or beneficiaries will now be **able to approach any PF office across** the country for the **redress of their queries and** for seeking clarifications.
- The **current Universal Account Number (UAN)** and password created by the member can be used to access the new system.
- It allows members to see all their previous member IDs under the Universal Account Number linked with a single KYC (Aadhaar).
- EPFO offices can process the claims and can **raise queries electronically through the system.**

Source: TH

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