



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(Ministry of Labour & Employment, Govt. Of India)

मुख्य कार्यालय / Head Office

भविष्य निधि भवन, 14, भीकाएजी कामा प्लेस, नई दिल्ली - 110 066.

Bhavishya Nidhi Bhawan, 14-Bhikaiji Cama Place, New Delhi-110066

www.epfindia.gov.in www.epfindia.nic.in

Telephone: 011-26172685 Fax: 011-26173022 Email: rc.wsu@epfindia.gov.in



13 DEC 2017

No. Manual/9(3)2016/Settlement of Claims

Date: 13.12.2017

To

All Addl. CPFCs (Zone)
All RPFCs (Incharge) of Regional Offices.

Sub: Standard Operating Procedure (SOP) for settlement of claims in EPFO – Submission of original cancelled cheque with offline claim forms.

Ref: HO circular No. Manual/Amendment/2011/Pt/10800 dt. 24.08.2017 (on EPFO website at Sl. No.269 of 'office orders/circulars' for 2017-18)

Madam/Sir,

With the objective of improving service delivery relating to settlement of claims, efforts are being made to maximize Aadhaar based payments to the claimants. However, for those accounts that have not been linked to Aadhaar for some reason, it is desirable to ensure that the physical claim form is accompanied by authentic documents to establish the correctness of the bank account details of the beneficiary, without causing inconvenience to the genuine claimants.

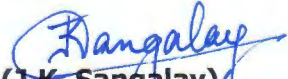
2. In this context, Page 4 (copy enclosed) of above-referred Standard Operating Procedure (SOP) contains checkpoints prescribed for scrutiny of claims forms at point 2, stating that 'copy of cancelled cheque/self-attested copy of first page of passbook clearly showing member's name printed on it', be enclosed with the claim form for withdrawal.

3. The issue has been re-examined at Head Office and it has been decided that irrespective of the amount, the claimant should submit cancelled cheque in original (containing claimant's name, bank account number & IFS Code of the bank branch printed on it) with all type of claims. In case the bank account of the claimant is 'without cheque facility', then the claimant has to submit copy of bank passbook (showing claimant's name, bank account number & IFS Code of the bank branch), duly attested by the bank authorities where the bank account is maintained or by the employer. This shall come into force with immediate effect.

4. This has approval of Central P.F. Commissioner.

Encl: As above

Yours faithfully,


(J.K. Sangalay)
RPFC-I (WSU)

- required. New Declaration Form/Utilization Certificate required earlier has been discontinued.
- ii) Illness of member/family: i) Certificate of doctor and ii) Certificate by employer that ESIC facility is not available to the member may be submitted by the member.
 - iii) Marriage of self/son/daughter/brother/sister: No document/Marriage Card is required.
 - iv) Post Matriculation education of children: No document is required.
 - v) Lockout or closure of factory/Cut in supply of electricity: No document is required
 - vi) Natural calamity: No document is required.
 - vii) Purchasing equipment by physically handicapped: Medical certificate is required.
 - viii) One year before retirement: 90% of total PF balance can be withdrawn. No document is required.
 - ix) Investment in Varistha Pension Bima Yojana: 90% of total PF balance can be transferred to LIC. No document is required.
- 2 Copy of cancelled cheque/self-attested copy of first page of Pass Book clearly showing member's name printed on it.
 - 3 No Revenue stamp (Re. 1/-) is required to be affixed by the member.
 - 4 The Composite Claim Form (Aadhar) is applicable in cases where a member's complete details in Form-11 (New), Aadhar number and bank account details are available on the UAN Portal and UAN has been activated. Such members can submit this form directly to the concerned EPFO office, without attestation of claim form by the employers.

(Source: Circular No. Manual/Amendment/2011/Pt/31792 dated 20.02.2017)

Pension Claim Form (Aadhar)- 10D

- i) The Aadhar number and bank account number of the employee are seeded as and digitally verified by the employer
- ii) All the details of the employee are available in Form No.-11 (New)
- iii) A cancelled cheque containing name of the employee, bank account number and IFSC Code is attached with the claim form.
- iv) Attestation of employer on Pension Claim Form (Aadhar) is not required.

(Source: Circular No. Pension-I(7)96/2017/Forms/32614 dated 03.03.2017)

Composite Claim Form in Death Cases:

Composite Claim Form in Death cases only has been replaced the existing Forms No. 20, 5 IF & 10-D. In case of death of the member, a claimant/nominee/legal