

3rd September, 2013

Circular No - E/228

EPF online claim form submission process: Highlights

EPFO would introduces a new system to facilitate online submission of transfer claims by Members with an objective to make the transfer process transparent, efficient and comfortable for your employees. A member has an option to submit his claim either through his present employer or the previous one.

You can see all such claim requests with ease, verify/correct member details, approve and submit the requests online through this portal. For online submission of the claims, the Digital signature (Class II or above) of the authorized person is required.

User name and password for this portal is same which is used in ECR portal by the establishments and accordingly may be used with high diligence.

Highlights of New online claim process:

- View transfer requests from Members.
- Verify details from your records.
- Approve information using digital signature.
- An Additional feature to complement existing paper claim process.
- Multiple authorised signatories can use the facility to verify and approve claim requests.

To facilitate the Revised Transfer Claim form for EPFO beneficiaries marking this as first step towards launch of online Transfer Claim facilities EPFO issued revised claim form.

Salient features of revised claim /transfer form:

- The form will be called Transfer Claim Form instead of Form 13 for easy comprehension by the beneficiaries.
- The form can be presented after verification, either through the present employer or previous employer.
- Earlier the form could be submitted after verification only through the present employer.
- This form can be submitted online as well as in physical form. The facility of online submission of this form will be given shortly after process of collecting the digital signature of the employer is completed.
- The facility to file physical form shall continue to cater to the needs of working class who do not have internet access.
- Employee will be allowed to submit their applications online, if their employer is having registered digital signature.

- Online submission of form will introduce paperless process for claim settlement.
- Every beneficiary will be informed through SMS and e-mail about the stage of process of the claim to make the entire process transparent and accountable.
- After introduction of online claim settlement, endeavor will be made to substantially reduce the assured time of settlement of transfer claim which presently is 30 days.

You may also contact EPFO helpdesk at toll free no.1800118005 from 09:45 AM to 05:30 PM on every working day for any queries in this regard.

Note: Actual process has not started, but as a First step, employer can register his digital signature.