



सत्यमेव जयते

कर्मचारी भविष्य निधि संगठन

Employees Provident Fund Organisation

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA)

मुख्य कार्यालय/Head Office

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Website: www.epfindia.gov.in, www.epfindia.nic.in



No. WSU/2020/Claim settlement without UAN-clarification/8726

Date: 29.11.2024

To,

29 NOV 2024

All Addl. CPFCs(HQ), Addl. CPFCs, Zonal Offices
All RPFCs/OICs, Regional Offices

Sub: Settlement of physical claims without seeding of Aadhaar for certain classes of members-reg.

Ref: Circular No WSU/2020/Claim settlement without UAN- clarification/914 dated 24.09.2020.

With regard to the instructions issued vide the above circular, certain references have been received from the field offices intimating their inability to seed and authenticate Aadhaar as stipulated vide the above referred Circular in certain cases leading to non-settlement of due claims pertaining to the members and consequent grievances.

2. Accordingly, the issue had been re-examined and the following instructions are issued for claim settlement:-

Category	Substitute Id	Manner of submission of proofs	Mode of settlement	Risk Mitigation Measures	Mode of credit of settlement amount to the designated Bank Account
International Worker (IW) who have left India without obtaining Aadhaar	Passport	Physical copy of Substitute ID enclosed to the physical claim along with other relevant required documents including Bank A/c details.	In physical mode	Due diligence- 1. Verification of bank account in all cases 2. Confirmation of identity (identification documents) by Employer only if the balance exceeds Rs.5 lakh	By NEFT
Indian Worker who permanently migrated to a foreign country & subsequently obtained its citizenship					
Citizens of Nepal and subjects of Bhutan	Citizenship Identification Certificate or Document				
Non-Resident Indian	Any NRI (whether minor or adult) with a valid Indian Passport can apply for Aadhaar from any Aadhaar Enrolment Centre. In case of NRIs the residential condition of 182 days is not mandatory.				

Accordingly, the following classes of members are identified for exemption from the operation of the instructions of the above Circular to ensure that the dues in respect of such genuine members are paid promptly.

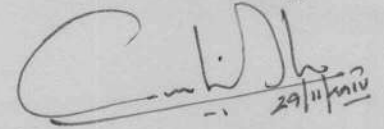
- i. International Workers(IW) who have already left India after completion of their assignments but without obtaining Aadhaar.
- ii. Indian Worker who had permanently migrated to a foreign country & subsequently obtained its citizenship without having Aadhaar
- iii. Citizens of Nepal and subjects of Bhutan who fall within the definition of employee and work for and are on the rolls of an establishment covered under the EPF&MP Act but do not reside in India and consequently do not possess Aadhaar.

3. Though UAN has to be necessarily generated for the above members in case they do not already possess an UAN, the requirement of seeding of Aadhaar with UAN is dispensed with, due to their inability to get Aadhaar now.

4. Accordingly, physical claims need to be accepted from these members and processed for final settlement duly verifying the genuineness of the member based on alternate IDs, i.e. Passport in case of International Workers or Citizenship Identification Certificate/Document for Nepalese and Bhutanese workers, PAN, Bank Account, etc. duly ensuring their eligibility for the benefits. Due diligence may be exercised in these cases, duly recording the details of verification carried out and approval to process such cases may be obtained from the OIC in an e-office file to be maintained for this purpose.

[This issues with the approval of CPFC]

Yours faithfully,



(G R Suchindranath)
ACC(F&A)



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION
भ्रम एवं रोकथाम महावाय, भारत सरकार
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA
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Website: www.epfindia.gov.in, www.epfindia.org



17 MAY 2024

No:WSU/2020/ClaimsettlementwithoutUAN-clarification(E25432)/1208

To

All ACC (HQ) Zones,
All ACC (Zones)
All Regional PF Commissioner/Officers-In Charge (All RO's/DOs)

Sub: Settlement of physical claims without UAN-reg
Ref: Circular No WSU/2020/Claim settlement without UAN-clarification/914 dated 24.09.2020.

Madam/Sir,

With regard to the instructions issued vide the above circular, certain references have been received from the field offices intimating their inability to seed and authenticate Aadhaar in **death cases** due to inaccurate/incomplete Member details in Aadhaar, unavailability of Aadhaar in respect of pre-Aadhaar death cases, deactivated Aadhaar, technical error in validating Aadhaar from UIDAI database, etc. Further, the above said physical claims could not be processed by the Field Offices, leading to avoidable delay in the timely release of benefits to such beneficiaries.

In view of the difficulties being faced by the field offices and given the fact that Aadhaar details cannot be corrected/updated after the death of the Member, it has been decided that henceforth, in all such death cases, processing of physical claims without seeding Aadhaar may be allowed **as a temporary measure** but ONLY with the due approval of the OIC in an e-office file duly recording the details of verification done to confirm the membership of the deceased and the genuineness of the claimants. This may be carried out among other actions of due diligence, as deemed fit by the OIC, so as to avoid any fraudulent withdrawals.

The above instructions would apply only to those cases where the details of the member are correct in UAN but inaccurate/incomplete in Aadhaar database. Wherever, the data in Aadhaar are correct but inaccurate/incomplete in UAN, the instructions issued in Para 6.9 and 6.10 of JD SOP version-2 dated 26.03.2024 will

be strictly adhered to by the field offices to rectify the data in the UAN, seed & validate/authenticate the Aadhaar so as to comply with the instructions as issued in the earlier Circular dated 24.09.2020 vide reference, without any deviation whatsoever.

(This issues with the approval of CPFC)



MSKV Satyanarayana
ACC,WSU



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No. WSU/2020/Claim settlement without UAN-clarification

Date: 24 SEP 2020

To

All Addl. CPFC (Zones),
RPFC-I/OIC of Regional Offices.

Sub: Settlement of physical claims against EPF Accounts without UAN –Instructions-reg.

Sir,

Please refer to the above said subject.

- i. It is instructed that in respect of all members who have not been allotted UAN also, physical claims should not be settled without allotment of UAN and its seeding with aadhar and validation. For all the offline (physical) claims, after its receipt, the field office shall generate/allot UAN for the existing member-id before proceeding to settle claims, using the existing facility available with the field offices.
- ii. After generating the UAN and before claim settlement, the generated UAN shall be seeded with Aadhaar data provided in the claim form .In case any mismatch is there in member details as per EPF records and Aadhar , and the validation fails, the member will be required to apply for Modifying member details following the due process available online of offline
- iii. If after UAN generation and Aadhar linking it is found that this Aadhar is linked with another UAN, the member should be advised to apply for transfer only.
- iv. The onus and responsibility for prevention of any fraud /misappropriation and any deviation or non-compliance of above instructions shall lie with concerned RPFC-in-charge of Regional office and the authorities who are approving such claims without following above mentioned procedure.

I/3245/2020

v. Zonal Offices may review physical claim settlement in the ROs under their jurisdiction, where claim settlement in offline mode is above 2% of total claims settled.

vi. Concurrent audit cell may cause audit of all offline claims settled above Rs 1 lakh and above, from April 2020 onwards.

(Issued with the approval of CPFC)

Yours faithfully,



(Salil Sankar)

RPFC-I
(WSU)

Copy to:

ACC(IS) to provide necessary facility in software for field offices to seed and validate Aadhar while generating UAN against existing member ID

ACC (Concurrent Audit Cell)...For information and necessary action.