

- iv. All SMS and emails should be sent to the mobile no which is linked to UIDAI Aadhaar at every stage of the process.
- v. Every single change in the Joint declaration should be securely kept in Archives with necessary safeguards. The DA should invariably be provided with details of past changes of that particular case, whenever it comes for correction/updation.
- vi. Information Services Division should ensure that OTP-based login is enabled at every stage in field offices.

### **6.17 IT INTERFACE PROCESS FLOW**

Step by step process flow for this functionality is attached as Annexure-III.

## **7. FORMS AND TEMPLATES TO BE USED**

All forms are to be finalized after IT interface is developed for accepting changes for changing 11 parameters.

- 7.1 Copy of the existing form for JD request is attached as Annexure- II.

## **8. TIMELINES FOR COMPLETING THE JD**

Minor Request	T+7 days from the date of receipt to FO interface login of the Dealing Assistant
Major Request	T+15 days from the date of receipt to FO interface login of the Dealing Assistant
For cases referred to EO	Additional 3 days' time for each type of request.
Note- If JD gets reverted back to the employer, then the request time will start once it is received back in the login of the concerned official.	

## **9. MONITORING MECHANISMS**

- 9.1 At the Regional Office level, the RPFC-I will be responsible for monitoring the timeline. Further, he will undertake the audit of changes on the basis of data and classify establishments from whom a larger number of applications are flowing. In these establishments, a camp/webinar for awareness should be launched. This data, if made available to all field offices, enables the officials to do an internal audit of the modifications made in their offices. This SOP makes a provision for this data in Excel format from the MIS login. This audit

brings out the pattern of establishments which can be used to take key decisions in assigning them to officials based on load and severity analysis.

- 9.2 A detailed MIS dashboard at all levels of IT interface will be developed. Dashboard in the member login to inform the member about the total requests she/he has raised from her/his login. Employer will also have list of all such requests which have been forwarded from his login to the field office.
- 9.3 Employers will also have a dashboard of requests which are pending in his login beyond 7 days. SMS will also be sent to such employers to prompt them to do the needful in respect of the pending requests so that the employer proactively clears the pendency in their login.
- 9.4 In the FO-interface login of RPFC-I, all the requests processed by RO will be visible with the option to filter them on various parameters. This report will be used by RPFC-1 to do an audit of the entire office for changes made in RO. The periodic review report of RPFC-1 will be uploaded to FO interface. This report will be preserved FO interface for future reviews/audits. Furthermore, this report will be used to make systemic improvements in the FFO interface based on input from the field offices.
- 9.5 In addition to the above, at the Field office level, there is a proposed MIS dashboard for all FO-interface logins that are involved in the processing of member modifications. The various parameters which are required to be made part of such a dashboard on the FO interface are mentioned below.

- 1) *MEMBER ID*
- 2) *MEMBER IP, TIMESTAMP*
- 3) *OLD DATA*
- 4) *NEW DATA*
- 5) *ESTABLISHMENT IP, TIMESTAMP*
- 6) *ESTABLISHMENT REMARK*
- 7) *DA NAME*
- 8) *DA IP DETAILS*
- 9) *DA TIMESTAMP*
- 10) *DA REMARK*
- 11) *SS NAME*
- 12) *SS IP DETAILS*
- 13) *SS TIMESTAMP*
- 14) *SS REMARK*
- 15) *RPFC-I/RPFC-II/APFC NAME*
- 16) *RPFC-I/RPFC-II/APFC IP DETAILS*
- 17) *RPFC-I/RPFC-II/APFC TIMESTAMP*
- 18) *RPFC-I/RPFC-II/APFC REMARK*
- 19) *UPLOADED DOCUMENTS*

- 9.6 At Zonal Office level, a report of the entire zone will be available in the FO interface login of the Zonal ACC. This report will be used to carry out an analysis of the changes made in the zone. This report will also be used for carrying out a periodic review of ROs under the Zone. Detailed reports of such reviews will be uploaded in the FO interface login of the Zonal ACC. This will create a reviewing mechanism for the Head Office based on the report of Zone uploaded on the FO interface. This report will also act as input for bringing out further improvements in the FO interface. All such reports will be preserved for future reference and analysis.
- 9.7 Similarly, the Finance Division and Concurrent Audit Cell of the Head Office will have a login in the FO interface wherein all India data related to changes carried out by field offices will be visible along with the review reports of the Zones and Field Offices. At the Head office level, a report of the entire country will be available for audit purposes. This multi-level auditing will keep the entire modification process under check and also provide useful data for investigation of any attempted misappropriations.

## **10. INTERNAL AND EXTERNAL REFERENCE**

### **10.1. INTERNAL REFERENCES**

- i. Circular bearing number PENSION-3/8/OR/1/2005/69869 dated 12/12/2006 dated 12-12-2006
- ii. Circular bearing number WSU/9(1)2013/Settlement of Claims/TC/15765 dated 2-12-2013
- iii. Circular bearing number Manual/Amendment/2011/Part/27219 dated 24-3-2014
- iv. Circular bearing number WSU/Inoperative Accounts/2016/10296 dated 6-9-2016
- v. Circular bearing number Non-adherence to the instructions for sanction and disbursement of pension under EPS, 1995 by field offices HO No. Pension-I/Instructions/Guidelines/2016/11900 dated 07-10-2016
- vi. Circular bearing number WSU/10(1)2013/Changes in MAP/21475 dated 16-11-2016
- vii. Circular bearing number Change of date of birth of Employees Pension Fund member HO No. Pension-II/Instructions/Guidelines/2016-17/33314 dated 10-03-2017
- viii. Circular bearing number HO No. Pension-I/Instructions/Guidelines/2017/8351 dated 07-08-2017
- ix. Circular bearing number Change in Date of Birth of Employees' Pension Fund Members HO No. Pension-I/Instructions/Guidelines/2017/11518 dated 04-09-2017
- x. Circular bearing number WSU/10(1)2013/Changes in MAP/3949 dated 01-11-2017
- xi. Circular bearing number NDC/2017/UAN/Pt./2741 dated 21-11-2017
- xii. Circular bearing number Pension-I/Instructions/Guidelines/2017/20225 dated 12.12.2017

- xiii. Circular bearing number WSU//37(1)2019/DOB dated 3-4-2020
- xiv. Circular bearing number WSU/KYC/Correction Process (E-15189)/2874 dated 12-2-2021

## **10.2 EXTERNAL REFERENCES**

Below mentioned departments have been studied for the process they follow to make corrections in data with them to make recommendations for the present SOP.

- i. UIDAI
- ii. RBI
- iii. ESIC
- iv. SBI
- v. PAN
- vi. Passport Issuing Authority
- vii. Municipal Corporation of Gurugram (MCG)

## **11. CHANGE HISTORY**

- 11.1. This is the 2nd version of the SOP.
- 11.2. Earlier version- issued vide circular no: WSU/2022/Rationalisation of Various Work Areas/ Joint Declaration/3638 dated 23.08.2023.

**ANNEXURE-I**

**LIST OF ACCEPTABLE DOCUMENTS FOR GETTING CORRECTED / UPDATING THE PARAMETERS AS MENTIONED ABOVE. FOR THE SAKE OF CONVENIENCE, THE SERIAL NUMBER OF PARAMETER IS USED IN THE SAME MANNER AS HAS BEEN USED IN ABOVE CIRCULAR**

**Table-A (Name and Gender)**

<b>1. Name, 2. Gender</b>	
<b>S.NO</b>	<b>Name of Document</b>
1.	Aadhaar (mandatory)
2.	Passport
3.	Death Certificate
4	Birth Certificate
5	Driving License
6	Service photo identity card issued by Central Govt./State Govt./ UT Govt./ PSU/ Banks
7	School Leaving Certificate (SLC)/ School Transfer Certificate (TC)/ SSC certificate/Mark Sheet issued by board/ University containing name (edited in the SOP version-2)
8	Bank Pass Book having name and Photograph Cross Stamped by bank official
9	PAN Card/ e-PAN
10	Ration / PDS photo Card
11	Voter ID/ e-Voter ID
12	Pensioner Photo Card/Freedom Fighter Photo Card
13	CGHS/ ECHS/ / Medi-Claim Card with Photo issued by State/ Central Govts./ PSUs/ Rashtriya Swasthya Bima Yojana (RSBY) Card
14	ST/ SC/ OBC certificate with photograph ST/ SC/ OBC certificate with photograph
15	For Full name/first name change requests: PF Member to submit the Gazette notification of new name along with any supporting document of old name with photograph (Even for 1st instance of the Full name/ first name change)
16	Valid Visa along with Foreign Passport (valid only) issued in case of other Foreign Nationals

17	Freedom Fighter Card having photo
18	Copy of Person of Indian Origin (PIO) card issued by Government of India
19	Copy of Overseas Citizen of India (OCI)card issued by Government of India
20	Tibetan Refugee Card (Accompanied by one more ID)

**Table-B (Date of Birth)**

<b>3. Date of Birth</b>	
<b>S.No</b>	<b>Name of Document</b>
1	Birth Certificate issued by the Registrar of Births and Deaths.
2	Marksheet issued by any recognized Government Board or University. School Leaving Certificate (SLC)/ School Transfer Certificate (TC)/ SSC certificate containing Name and Date of Birth
3	Certificate based on the service records of the Central/State Government Organizations.
4	In the absence of proof of date of birth as above, Medical Certificate issued by Civil Surgeon after examining the member medically and supported with an affidavit on oath by the member duly Notarized. (Inserted in the SOP version-2)
5	Aadhaar
6	Passport
7	PAN by IT department
8	Central/ State Pension Payment Order
9	CGHS/ ECHS/ Medi-Claim Card issued by Centre/ State/ UTs Govts./ PSU having Photo & Date of Birth
10	Domicile Certificate issued by the Government
11	Ration Card/PDS Card of the member.

**Table-C (Parent Name and Relationship)**

<b>4. Parent Name, 5. Relationship</b>	
<b>S.NO</b>	<b>Name of Document</b>
1	Passport of member (edited in the SOP version-2)
2	Ration card/PDS Card of the member (edited in the SOP version-2)
3	CGHS/ECHS/ Medi-Claim Card with photo of member issued by Centre/ State Govts./ PSUs.
4	Pension Card of member (edited in the SOP version-2)
5	Birth Certificate of member issued by Registrar of Birth, Municipal Corporation, other notified Local bodies, Government bodies like Taluk, Tehsil etc.
6	Marriage Certificate of member issued by the Government
7	Photo ID card of member issued by Central/ State Govt. like Bhamashah, Jan-Aadhaar, MGNREGA, ARMY Canteen card etc.
8	Aadhaar Card of member bearing parent name (Inserted in the SOP version-2)
9	PAN card of member (Inserted in the SOP version-2)
10	10 <sup>th</sup> or 12 <sup>th</sup> School certificate/marksheet of the member bearing father/mother name (Inserted in the SOP version-2)
11	Driving License of member (Inserted in the SOP version-2)

**Table-D (Marital Status)**

<b>6. Marital Status</b>	
<b>S.NO</b>	<b>Name of Document</b>
1	Marriage Certificate issued by the government/Local Bodies like Municipality/ Gram Panchayat (edited in the SOP version-2)
2	Aadhaar Card
3	Divorce Decree
4	Passport
5	Affidavit on oath by the member duly Notarized (Inserted in the SOP version-2)
6	Ration Card/PDS Card (Inserted in the SOP version-2)
7	Voter ID Card (Inserted in the SOP version-2)



**Table-E (Date of Joining)**

<b>7. Date of Joining</b>	
<b>S.No</b>	<b>Name of Document</b>
1	Employee register
2	Attendance register
3	Appointment letter or any other document as establishment maintain under any central or State labour act
4	Letter of establishment on their letter head clearly stating the date of joining and duly signed by Employer or the authorized signatory supported by ECR of the employee during the said period

**Table-F (Reason of Leaving)**

<b>8. Reason of Leaving</b>	
<b>S.NO</b>	<b>Name of Document</b>
1	Resignation letter
2	Letter from establishment on their letter head clearly stating the reason of leaving supported by ECR of the employee during the said period
3	Termination letter issued to employee
4	Any document as establishment deems fit to establish exit reason of employee duly signed by the Employer or the authorized signatory of the establishment on their letterhead

**Table-G (Date of Leaving)**

<b>9. Date of Leaving</b>	
<b>S.NO</b>	<b>Name of Document</b>
1	Resignation letter/termination letter
2	Experience certificate or any other document as establishment maintain under any central or State labour act
3	Wage slip/salary slip/full and final letter
4	Letter of establishment on their letter head clearly stating the date of joining and duly signed by Employer or the authorized signatory

**Table-H (Nationality)**

<b>10. Nationality</b>	
<b>S.NO</b>	<b>Name of Document</b>
1	Copy of passport
2	Copy of Person of Indian Origin (PIO) card issued by Government of India
3	Valid Long Term Visa (LTV) along with Foreign Passport (valid or expired) of origin country issued to minorities communities of Afghanistan, Bangladesh and Pakistan namely Hindus, Sikhs, Buddhists, Jain, Parsis and Christians
4	Valid Visa along with Foreign Passport (valid only) issued in case of Foreign Nationals
5	Tibetan Refugee Card (Accompanied by one more ID)

**Table-I (Aadhaar)**

<b>11. Aadhaar</b>	
<b>S.NO</b>	<b>Name of Document</b>
1	Aadhaar card/e-aadhaar card with linked active mobile phone

**ANNEXURE-II**

(On letter pad of Establishment)

**Joint Declaration Form**

I..... having  
UAN.....  
PF account.....and Aadhaar..... is/  
was with establishment M/S..... The personal details  
furnished to EPFO earlier were found to be incorrect/blank, and therefore request  
for change/Updation in the member profile as follows.

S.No	Details/particulars	Incorrect details	Correct details
1	Aadhaar		
2	Name		
3	DOB		
4	Gender		
5	Fathers/Mothers		
6	Relationship		
7	DOJ		
8	DOL		
9	Reason of leaving		
10	Marital Status		
11	Nationality		

I..... s/o....., authorized signatory of  
the establishment, have verified the request, document attached and the  
records of the establishment and certify that the facts mentioned above  
are correct. I am also enclosing .....,  
.....,  
and ..... (documents of Establishment) in support of the  
request of the employee mentioned above.

We..... (Employee) and  
.....

(Authorized Signatory) hereby declare we have not concealed any facts  
and the above- mentioned facts are correct. We also indemnify that in  
case of wrong payment/over payment/under payment because of the  
above furnished information shall be jointly held responsible.

**Authorized signatory****Name of the member**