

Provident Fund Process

HR-PR027, 1.0

Table of Contents

1.	PURPOSE.....	3
2.	SCOPE.....	3
3.	ACRONYMS AND DEFINITIONS.....	3
4.	PROCESS DESCRIPTION.....	3
4.1	NAME CHANGE PROCESS	3
4.2	UAN PROCESS	4
4.3	PF PROCESS – ONLINE TRANSFER	5
4.4	PF TRANSFER – IN (GOVT & PENSION).....	5
4.5	PF TRANSFER IN – (TRUST).....	6
4.6	ADVANCED PF WITHDRAWAL / PF LOAN.....	7
4.7	DEATH CLAIMS PROCESS	7
4.8	ASR FORMS	8
4.9	PF STATEMENT.....	9
4.10	PF PROCESS – WITHDRAWAL.....	9
4.11	PF TRANSFER – OUT (EPFO)	10
4.12	PF TRANSFER – OUT (TRUST).....	11
4.13	PF ACTIVITIES FOR ERSTWHILE SATYAM COMPUTER SERVICES LTD.....	11
5.	APPLICABLE MEASUREMENTS, VERIFICATION & VALIDATION TASKS FOR HUB PAYROLL QUERY MANAGEMENT	12
5.1	APPLICABLE MEASUREMENTS	12
6.	ANNEXURES.....	12
7.	DOCUMENT HISTORY	13

1. PURPOSE

The purpose of this document is to provide detailed steps to the Associates for performing various activities within the PF Process. PF Process comprises of a whole set of activities starting from transfer of PF account, PF amount withdrawal, creation of Universal Account Numbers and so on till changing of name in the PF records

2. SCOPE

The process takes care of all the formalities involved in creating a new PF account or transferring the existing PF account into TechM's PF bracket, all the formalities involved in advance withdrawals and complete withdrawals of the PF amounts and also all the formalities involved in personal information updation in the PF accounts. This team operates for all the Associates in MSAT (Erstwhile Satyam Computers Pvt Ltd) TechM(IT & BSG), CanvasM, MES & Mahindra LogiSoft

3. ACRONYMS AND DEFINITIONS

Acronyms	Description
PF	Provident Fund
UAN	Universal Account Numbers
GOVT	Government
KYC	Know your Customer
ID	Identification Details
TechM	Tech Mahindra
BSG	Business Support Group
IT	Information Technology
MES	Mahindra Engineering Services++
EPF	Employees' Provident Fund
EPFO	Employees' Provident Fund Organization
ESI	Employee's State Insurance
EDLI	Employees' Deposit-Linked Insurance
MSAT	Mahindra Satyam
ASR	Advance Stamped Receipt

4. PROCESS DESCRIPTION

4.1 NAME CHANGE PROCESS

Any change/correction the name has to be corrected in the PF office to avoid hindrance at the time of transfer or withdrawal.

- Employee will submit application and supporting documents to TechM to correct name at PF records
- Employee also has an option to change Nominee details
 - Associate should submit form 2 to declare/change nominee details and submit the form to the PF team
 - Tech M will process application to PF Company with authorization letter and required documents.

The below table provides the step by step process

S.No	Process	Responsible	Details	SLA
------	---------	-------------	---------	-----

	Task			
1.	Associate request for Name change	Associate	<ul style="list-style-type: none"> Request the PF Team to send the required Name Change form The PF team sends the required name change form to the Associate as requested The form can be downloaded from the PF helpdesk as well The Name change application form is embedded below: 	
2.	Send the Filled and signed form	Associate	<ul style="list-style-type: none"> Take the printout of the form, attach 1 photo id (PAN / PASSPORT / AADHAR Card / DRIVING LICENSE etc.) Send the required documents and form to the Pune PF Team <u>Address for courier:</u> PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA. Board Line no: 020-66018100 Note: If the name change is due to marriage then a copy of marriage certificate should also be attached to the application 	

4.2 UAN PROCESS

EPF India is now providing permanent PF number called “UAN Number” (Universal Account Number) to all PF members. To generate UAN number for a new Associate who does not have a UAN below procedure has to be followed

- HUB Communication send link mailer, on that Associate should fill up the details
- HUB team will update those details on PF portal and submit it
- PF office will approve it
- Once UAN numbers are generated employer needs to upload KYC document for all the active Associate on EPF INDIA Portal to complete UAN formality

The below table provides the step by step process

S.No	Process Task	Responsible	Details	SLA
1.	Link Form Generation, Filling and Submitting the details	Associate	<ul style="list-style-type: none"> HUB Communication send link mailer, on that Associate should fill up the details HUB team will update those details on PF portal and submit it PF office will approve it 	

4.3 PF PROCESS – ONLINE TRANSFER

S.No	Process Task	Responsible	Details	SLA
1.	Submission of Transfer Claim	Associate	<ul style="list-style-type: none"> The Associate submits the transfer claim online through the EPF site Note: The Associate should be registered with the EPF site before processing the transfer claim Login to the EPF site, download the required form and fill. Submit the filled form online <p>Additional Information:</p> <ul style="list-style-type: none"> To register with the EPF site click on the link mentioned below and register with the site http://members.epfoservices.in/ Once the registration is complete Associate can initiate Online PF Transfer process from old account to new account maintained by the Regional Provident Fund Office at Pune. Please find below the Link to initiate Online PF Transfer http://www.epfindia.com/Employee_OTCP.html While submitting online transfer form, the associate is requested to select option from previous employer. 	

The following link can be referred for detailed screen shots of the process:

http://hr.techmahindra.com/Docs/Online_PF_Transfer_Process_12-23-2013113923AM.pdf

4.4 PF TRANSFER – IN (GOVT & PENSION)

S.No	Process Task	Responsible	Details	SLA
1.	Form Generation	Associate	<ul style="list-style-type: none"> Associate can download the form from the PF Helpdesk portal <p>pfhelpdesk.techmahindra.com/</p> https://pfhelpdesk.techmahindra.com/login.aspx The Associate can also download the form from the internet or the EPF site <p>Additional Information: Path and Process for submitting the form:</p>	

			<p>MyBeat > Easy > Human Resource > PF Helpdesk > Generate Forms > PF Transfer In Form > Proceed > Fill all necessary Info > Print both PF and Pension Transfer In Forms > Make Signature > Courier to Pune PF Team.</p> <p>Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA</p>	
2.	Fill the Form	Associate	<p>The downloaded form is printed. The filled and signed forms can be given to respective location SPOC to further processing or can be sent to the address mentioned below:</p> <p>Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA.</p> <p>Board Line no: 020-66018100The Associate can check the status in the EPFO website / raise a query in the HUB</p>	

4.5 PF TRANSFER IN – (TRUST)

S.No	Process Task	Responsible	Details	SLA
1.	Form Generation (13)	Associate	<ul style="list-style-type: none"> Request the PF Team to send the required form The PF team sends the required form to the Associate as requested The form can also be downloaded from the EPF site 	
2.	Send the Filled and signed form	Associate	<ul style="list-style-type: none"> Fill the generated form and send the hard copies to the PF team Address for sending the form: PF Department Tech Mahindra Ltd Sharada Centre, Off Karve Road, Erandwane, Floor III - Annex, Cubical No 3218, Pune-411 004, Telephone - +91 20 6601 8100 – Ext : 3897 <p>The Associate can check the status in the EPFO website / raise a query in the HUB</p>	

4.6 ADVANCED PF WITHDRAWAL / PF LOAN

Employees' can avail advance PF withdrawal by filling form no 31 along with required documents, Tech M will process this application to PF office for claim settlement. An Advance can be claimed in the following cases

- The Associate should have completed at least 7 years of employment or service
- Withdrawal is allowed for self, siblings or children's marriage – Proof of the wedding documents to be submitted
- In case of education the individual needs to apply in form 31 through his/her employer. 50% of the amount can be claimed-Proof of the education to be submitted
- Permitted thrice only during an Associate's total service tenure
- Withdrawal permitted for medical treatment of self, spouse, parents and children. There is no restriction regarding the number of years of service- proof of hospitalization and deposit of certificate to be obtained from the employer or ESI stating the ESI facility is not available by the employer
- Advance can be claimed during purchase of plot/flat/house/construction of a house which will be/is registered on self/spouse/jointly and the Associate should have completed 5 years of service for this claim

S.No	Process Task	Responsible	Details	SLA
1.	Withdrawal / loan request from Associate	Associate	<ul style="list-style-type: none"> • Send a request to the PF Team to send across the form for advance PF withdrawal / PF loan 	
2.	Form Generation (31)	PF Process team Member	<ul style="list-style-type: none"> • The PF team sends the required form to the Associate as requested 	
3.	Filled and signed form receipt	PF Process team Member	<ul style="list-style-type: none"> • Fill the generated form and send the hard copy to the PF team • Address for sending the Form: Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA. Board Line no: 020-66018100 	

4.7 DEATH CLAIMS PROCESS

Withdrawal of PF amount in cases of death is considered as death claim and the declared nominee or spouse can claim the amount.

- In case of death of an Associate, declared nominee/spouse (with marriage proof) can withdraw the PF amount as a Death claim.
- The family needs to submit form 20 and 10 D to withdraw the PF amount
- Tech M will submit application to PF office for claim settlement.

S.No	Process Task	Responsible	Details	SLA
------	--------------	-------------	---------	-----

1.	Death claim initiation	Associates Family	<ul style="list-style-type: none"> After death of an Associate, the family of the Associate sends an intimation to the PF team to process the claims 	
2.	Sending Filled and signed form	Associates Nominee	<ul style="list-style-type: none"> The Associate's nominee will fill the generated form and send the hard copy of the form for the EDLI claim to the PF team Other documents as required are also sent to the PF team which are <ul style="list-style-type: none"> Death certificate Reason for Death certificate Fir reports Nominee address proof Nominee Pan or pass port copies Nominee Bank statement PF clearance certificate from PF office And other documents which related death of associate Address for sending the Form: Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA. Board Line no: 020-66018100 	

4.8 ASR FORMS

ASR is reissue form to be submitted to employer by Employee if his PF amount has gone back to PF office due to closure of Bank Account at the time of PF settlement.

Tech M will process form to PF office for settlement.

S.No	Process Task	Responsible	Details	SLA
1.	Request initiation	Associate	<ul style="list-style-type: none"> Request for ASR Forms Re-Issue. The form is sent by the PF team member to the Associate 	
2.	Form receipt	PF Process team Member	<ul style="list-style-type: none"> Fill the form and send the hard copy to the PF team Address for sending the Form: Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA. 	

			Board Line no: 020-66018100	
--	--	--	-----------------------------	--

4.9 PF STATEMENT

S.No	Process Task	Responsible	Details	SLA
1.	Request the PF Team for the Statements	Associate	<ul style="list-style-type: none"> Send an email to the PF team to send the PF Statements 	
2.	Receive the PF Statements	Associate	<ul style="list-style-type: none"> The PF team will check for the PF Statements and send the available statements Receive the PF Statements 	

4.10 PF PROCESS – WITHDRAWAL

One of the conditions for withdrawal is, if an Associate has stayed unemployed for at least 2 months after leaving your current job.

S.No	Process Task	Responsible	Details	SLA
1.	Form Generation (19 & 10C)	Ex-Associate	<p>Generate the forms as mentioned below</p> <p>https://retirals.techmahindra.com (Through Tech M Internal Portal)</p> <p>Process for generating the form:</p> <ul style="list-style-type: none"> The Associate should click on tab Registration/Regenerate Password. If Associate's personal Mail ID is already updated, the login credentials will be sent to that personal Email ID. The Associate is requested to update the existing Email ID in the Database by using the option: Update E-mail Address. Enter GID (Mahindra Satyam Associates should make sure to enter a 6 digit ID). If Associate's ID is of 6 digits but starting with 1. The Associate should enter ID as 3***** (Ex: Actual ID: 123456, Enter as 323456) If Associate's ID is of 5 digits. The Associate should enter ID as 2***** (Ex: Actual ID: 12345, Enter as 212345) If Associate's ID is of 4 digits. The Associate should enter ID as 20**** (Ex: Actual ID: 1234, Enter as 201234) During update the associate has to enter the D.O.B and D.O.J in Tech-Mahindra (Mahindra Satyam) as per the records. Once the Associate updates the personal Mail ID, the login 	

			<p>credentials to the personal Mail ID are sent in 3 to 4 working days.</p> <ul style="list-style-type: none"> The required form can be downloaded and any query regarding PF can be raised on this portal. 	
2.	Fill the Form and Courier it	Ex-Associate	<p>The downloaded form should be filled and duly signed and sent to the below provided address:</p> <p>Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA. Board Line no: 020-66018100</p>	
3.	Make the corrections in the forms if any	Ex-Associate	<p>Once the form is submitted the Quality check is done by the PF Team.</p> <p>In case there are any changes, the changes are communicated to the Ex-Associate</p> <p>The communicated changes should be made and the hard copy of the form should be couriered to the address mentioned in step 3. The PF Team will process and submit as per the process</p>	

4.11 PF TRANSFER – OUT (EPFO)

On switching jobs an employee can apply for transfer of money from the current EPF account into the new employer's account through a form which is filled by the employee and attested by the designated authority at the employer.

S.No	Process Task	Responsible	Details	SLA
1.	Generate PF Transfer form	Associate	<ul style="list-style-type: none"> Generate PF Transfer form 'Form 13 ' from the 'PF Form Generator ' section on the Portal Generate 2 Form 13's and fill the form. For Account maintained by PF Trust 2 separate forms are filled 	
2.	Fill the forms and send	Associate	<ul style="list-style-type: none"> Fill both the forms and send the forms One form addressed to the PF trust of TechM (previous employer) Second form addressed to the Regional Provident fund office which maintains the Pension account of TechM Courier the transfer form to the Pune PF team 	

			Address for courier: PF Team Associate Services - HUB Tech Mahindra Cubicle 5138, 5th floor, Sharda Centre, Off Karve Road, Erandwane, Pune- 411004, Maharashtra INDIA. Board Line no: 020- 66018100 <ul style="list-style-type: none"> The Associate can raise a ticket in the retirals portals in case of any issue / the status can be checked in the EPFO Site 	
--	--	--	--	--

4.12 PF TRANSFER – OUT (TRUST)

S.No	Process Task	Responsible	Details	SLA
1.	Generate PF Transfer form	Associate	<ul style="list-style-type: none"> Process can be initiated once the PF Number is mentioned in the pay slip of the trust organization Download the form 13 from the retirals portal 	
2.	Fill the forms and submit	Associate	<ul style="list-style-type: none"> Fill the form and submit in the Trust organization PF department The trust organization PF team will contact either TechM / EPFO In case of any issues there is an option to raise a ticket in the retirals portals 	

4.13 PF ACTIVITIES FOR ERSTWHILE SATYAM COMPUTER SERVICES LTD

All the PF activities of the Erstwhile Satyam Computers Ltd are carried out from Hyderabad. The base location of the PF office was Hyderabad then. Hence, All MSAT Associates who are currently in onsite locations and have opted not to transfer their PF account in to TechM need to contact the Hyderabad address for all the PF related activities. Same is case with the MSAT Associates Who have quit the organization while in MSAT (Erstwhile Satyam Computers Ltd) and want to withdraw or transfer their PF accounts into a new employer's PF account.

Rajesh Akuthota (HR-OPS)
 Tech Mahindra Limited,
 TMLW Building - Ground Floor, Tigris Block (PF section),
 Plot # 22 to 25 & 27 to 34, Hitech City, Madhapur,
 Hyderabad - 500 081 PH :040-67376190
 Website: techmahindra.com

PF Office Address:

THE REGIONAL PROVIDENT FUND COMMISSIONER
 AG (23)1

3-4-763, BARKATPURA,
HYDERABAD - 500 027

Hyderabad PF team handles all the below listed PF activities for MSAT associates.

- PF Withdrawals
- PF transfer Out (Satyam to Other Company)
- PF transfer Out (Satyam to Tech M)
- PF loans Claims
- PF DEATH claims
- EDLI Claims
- Pension claims for retirement benefits

5. APPLICABLE MEASUREMENTS, VERIFICATION & VALIDATION TASKS FOR HUB PAYROLL QUERY MANAGEMENT

5.1 APPLICABLE MEASUREMENTS

I. SLA's

S.N	SLA	SLA Description	UOM	Preferred Direction	Target
1.	Submission of online forms	The online forms should be submitted to EPFO within 2 days from the date of Submission by the Associate(online)	Number of days	<=	2 days from the receipt of form
2	Submission of manual withdrawal forms	The manual forms should be submitted within 20 days to the EPFO	Number of days	<=	20 days from the receipt of form
3.	Submission of the manual forms(excluding withdrawal)	The manual forms should be submitted within 15 days to the EPFO	Number of days	<=	15 days from the receipt of form

6. ANNEXURES

Name of the Activity	Form
Name Change	Word Application
UAN	KYC
Transfer IN (GOVT & Pension)	Form no 13
Transfer IN (TRUST)	Form No 13
Advance PF Withdrawal / PF Loan	Form No 31
Death Claims	Form 20 & 10 D
PF Statements	Form no 23
Nominee Form	Form No 2

EDLI claims	EDLI
ASR reissue	ASR Forms
Withdrawal	Form 19 for PF, Form 10 C for Pension

7. DOCUMENT HISTORY

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
1.0	12-May- 2015	Sowmya Varanasi	Prashant Gosi, Sripriya CK	Shivprasad Kandiraju	First integrated issue