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कर्मचारी भविष्य निधि संगठन  
(श्रम मंत्रालय भारत सरकार)

**Employees' Provident Fund Organisation**  
**(Ministry of Labour, Govt. Of India)**

मुख्य कार्यालय / Head Office

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**No. IS/Project I- Transfer claims/**

**Dated:** 27.09.2013  
27 SEP 2013

To

**1.All Additional CPFs(Political States)**

**2.All RPFs-I, Incharge of Regions**

**3.All OICs, SROs.**

**Subject:- Revised process for settlement of Transfer Claims - Regarding.**

**Reference:-Head Office Letter No. IS/Project I- Transfer claims/ dated 25.07.2013**

Sir,

Please refer to Head Office letter dated 25.07.2013 on the subject cited above.

2. It may be reiterated that an additional option would be given to the members to submit the claims through online mode. The member can fill up the form online on the Online Transfer Claim Portal (OTCP). Only those members would be able to file the claims online where the member IDs are available on the portal updated from EPFO database and the employers have registered the digital signatures of their authorized signatories with EPFO on the portal.

3. For the smooth operation of this additional option, the following activities are very much crucial and are to be invariably carried out and monitored on regular basis:

(a) It is necessary that the member details are updated on the portal on regular basis. Thus, it has been decided that the establishment master and member master be updated on weekly basis, and all the field offices are therefore advised to conscientiously do so. Further, the exemption status of all the establishments has to be correct in EPFO database as any wrong status may lead to problems in claim submission in online mode. An e-mail in this regard

has already been sent by RPFC(NDC) to all the field offices on September 11, 2013 indicating the list of establishments with probable errors. The field offices are required to examine the list provided and rectify the same in the establishment master. The compliance of the same may be reported to the undersigned by 04.10.2013.

(b) It has been further noted that although the establishments have uploaded the digital signatures of their authorised signatories, the same have not been processed by several Nodal Officers. It is gathered that either the request letters have not been submitted by the employers or the same have been received in the office and are pending for verification of employer's signature. In some cases, it has been observed that the period of pendency with the employer has crossed 30 days. The officers-in-charge of such Regional Offices and Sub-Regional Offices must ensure that the employer's signature in respect of the request letter received from the employers are verified at the earliest and in respect of such establishments, where the request letters have not been received, the employers should be immediately contacted by the Nodal Officers over phone requesting them to submit the request letters without delay.

4. It is expected that the field offices would spare no effort to carry out the activities as stated above to bring better operational efficiency in settlement of transfer claims.

**Yours faithfully,**

  
**(Sanjay Kumar)**

**Additional Central P.F. Commissioner(IS)**

**Copy to :-**

- 1 FA&CAO/ Chief Vigilance Officer
- 2 All Addl. CPFCs, Head Office, EPFO.
- 3 PS to CPFC
- 4 Director(Audit)
- 5 Web Administrator with request to upload the circular in website.