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**Punjab Small Industries and Export Corporation Limited**  
**Chandigarh**  
**Circular**

The Standard Operating Procedure is hereby devised in order to expedite the process of sending confirmation to O/o RO, EPFO, Chandigarh of various types of withdrawal claim related EPF cases of the employees of the Corporation.

Sr .No.	Type of claim from EPF account	Particulars	Processing Time	Remarks
1	Advance Cases	1) Verification of documents (Aadhar, PAN, Bank a/c, Mobile no.) by Nodal officer after submission of case by employees.	1 day	Employees will submit following signed copy of documents after attestation from officer incharge / Nodal officer:- <ol style="list-style-type: none"> <li>1. Representation alongwith copy of online claim.</li> <li>2. Aadhar</li> <li>3. PAN</li> <li>4. Bank a/c passbook/ cancelled blank cheque</li> <li>5. Undertaking that KYC done at EPFO portal and particulars are correct in EPF account.</li> <li>6. Mob no. detail connected with Aadhar.</li> <li>7. Service record checked from iHRMS/Service Book.</li> </ol>
		2) Submission of documents by Nodal officers at EPF section	2 days	
		3) Dealing of case by EPF section	2 days	On receipt of claim by EPF Section, in case of any discrepancy, concerned employees will be informed by the EPF Section after approval at level of Manager within 2 days.
		4) Approval of case by Mgr , DGM CGM	2days	
		5) Send to o/o EPFO via mail and registry	1 day	
2)	Final Settlement Case/Pensi-on case applied online.	1. Verification of documents ( Final settlement Form-19, Aadhar, PAN, Bank a/c, Mob no .) by Nodal officer after submission of case by employees	3days	Employees will submit following signed copy of documents after attestation from officer incharge / Nodal officer:- <ol style="list-style-type: none"> <li>1. Representation alongwith copy of online final settlement claim.</li> <li>2. Aadhar</li> <li>3. PAN</li> <li>4. Bank a/c passbook cancelled blank cheque</li> <li>5. Undertaking that KYC done at</li> </ol>

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				<p>EPFO portal and particulars are correct in EPF account.</p> <p>6. Mob no. detail connected with Aadhar.</p> <p>7. Service record checked from iHRMS/Service Book.</p>
		2) Submission of documents by Nodal officers at EPF section	2 days	
		3) Dealing of case by EPF section	5 days	On receipt of claim by EPF Section, in case of any discrepancy, concerned employees will be informed by the EPF Section after approval at level of Manager within 2 days.
		4) Approval of case by Mgr , DGM CGM	3 days	
		5) Send to o/o EPFO via mail and registry	2 days	
3)	Death cases (EPF final settlement/Pension case applied manually)	1. Verification of documents (Final settlement-Form 19/Pension-Form 10-D, Aadhar, PAN, Bank a/c, Mob no .) by Nodal officer after submission of case by employees	3 days	<p>Employees will submit following signed copy of documents after attestation from officer incharge / Nodal officer:-</p> <ol style="list-style-type: none"> <li>1. Representation alongwith final settlement claim Form -20 filled by each nominee of deceased and Pension Form-10D filled by dependent nominees.</li> <li>2. Aadhar</li> <li>3. PAN</li> <li>4. Bank a/c passbook cancelled blank cheque</li> <li>5. Legal Heir Certificate.</li> <li>6. Mobile no. detail connected with Aadhar.</li> </ol>
		2) Submission of documents by Nodal officers at EPF section	2 days	
		3) Dealing of case by EPF section	5 days	On receipt of claim by EPF Section, in case of any discrepancy, concerned employees will be informed by the EPF Section after approval at level of Manager within 2 days.
		4) Approval of case by Mgr , DGM CGM	3 days	
		5) Send to o/o EPFO via mail and registry	2 days	
4)	Updation of particulars(KYC	1. Verification of documents ( Updation form Aadhar, PAN,	2 days	Employees will submit following signed copy of documents after attestation from

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documents included)	Bank a/c, Mob no .) by Nodal officer after submission of case by employees		officer incharge/ Nodal officer:- 1. Representation alongwith copy of updation form. 2. Aadhar 3. PAN 4. Bank a/c passbook cancelled blank cheque 5. Undertaking that KYC done at EPFO portal and particulars are correct in EPF account. 6. Mob no. detail connected with Aadhar. 7. Service record checked from iHRMS/Service Book.
	2) Submission of documents by Nodal officers at EPF section	2 days	
	3) Dealing of case by EPF section	2 days	On receipt of claim by EPF Section, in case of any discrepancy, concerned employees will be informed by the EPF Section after approval at level of Manager within 2 days.
	4) Approval of case by Mgr , DGM CGM	2 days	DGM/CGM/Authorized signatory will verify through E-sign/DSC on portal.
	5) Send to o/o EPFO via mail and registry, if required.	1day	

The above Standard Operating Procedure is circulated in the Corporation and employees of the Corporation may give their suggestions in this regard.

Managing Director

Endst. No. PSIEC / EPF / 12017-23

Dated: 24/6/2022

A copy of the above is forwarded for information & further necessary action: -

1. PS / MD
2. PA / AMD
3. Advisor (Policy)
4. Functional Heads
5. SDE/Managers, Deputy Managers, Officer Incharge of Field offices at RM Depot, Sail HA, IFP and Emporiums.
6. Notice Board
7. System Manager(IT) to upload it on website of the Corporation.

*[Signature]*  
Manager (EPF) 23/6/22