

Frequently Asked Questions (FAQs) - Employers

Q:- How will employer get to know that an online claim has been submitted by an EPF member employed, now or earlier, with his establishment?

Ans:- The employer will get messages through SMS at the mobile number of first active authorised signatory at the end of day that 'n' number of claims have been submitted during the day for the digital attestation. Further the employer would also be informed that 'm' number of tasks are pending with his establishment as previous employer for verification of member details in such cases where the claims have been submitted through the present employer.

Q:- What should an employer do, if he sees number of claims pending with him on the portal?

Ans:- The employer should verify the details of the member with his establishment records and contact the member to submit the signed printout of the claim. The employer should attest the claim digitally only after receipt of duly signed printout of the claim and after satisfying himself about the genuineness of the member by verification of the member details pertaining to his establishment and the member's signatures from the establishment office records.

Q:- Can an employer digitally sign the claim without the receipt of printout of the claim duly signed by the member?

Ans:- No, an employer cannot digitally sign the claim without the receipt of printout of the claim duly signed by the member. The employer has to keep the duly signed printout of the claim in his office record for future reference.

Q:- What should an employer do if he is not satisfied about the genuineness of the member on the claim duly signed by the member or otherwise?

Ans:- As the P.F. accumulations and service details of the member are transferred to his present P.F. account only on the attestation of the claim by the employer, the employer has to satisfy himself about the genuineness of the claim. In case he is not satisfied about the genuineness of the member on the claim duly signed by the member or otherwise, he has an option to reject the claim (as in case of physical claims) by stating the reasons for doing the same.

Q:- What should an employer do if the member has not submitted the duly signed printout of the online claim for a period exceeding 15 days?

Ans:- The employer would get the option to reject the claim application submitted online for non-receipt of the duly signed printout of the claim only after 15 days. But it is advised to restrain from using this option and contact the member to submit the signed printout of the claim using the mobile number details available in the claim application.

Q:- What should an employer do in case the claim has been submitted by the member through present employer and the member details pertaining to the previous employment have been submitted to him for verification as previous employer? Whether the previous employer should wait for the duly signed printout of the claim in such a case?

Ans:- The member has an option to submit the claim application through previous or present employer. In case he submits the claim through previous employer, all his member details with the previous establishment would get verified along with the attestation of the claim.

However, in case the member has opted to submit the claim through present employer and all his member details pertaining to the previous establishment are not available in EPFO database, such details are required to be verified by the previous employer on the portal. As stated earlier, a message would be received by the first authorised signatory at the end of day informing the number of such tasks received during the day.

It may, however, be noted that the previous employer would not receive any signed printout of the claim in case the member has opted to submit the claim through present employer and the member details pertaining to the previous employment have been submitted to him for verification as previous employer.

Q:- Whether employer can edit the data submitted by member?

Ans:- Yes, the employer can edit the data submitted by the member while both at the time of digital attestation of the claim as previous or present employer and at the time of digital verification of member details as previous employer (in case the claim has been submitted for digital attestation of present employer). However, the data as populated from EPFO database at the time of filling up of the claim application by member cannot be edited by employer.

Q:- What should be the responsibility of the employer, if he receives the details of the claims submitted by his employee/ex-employee for information only and no action is directly required to be taken by him?

Ans:- A facility has been given to employers in their log-in on the OTCP portal of EPFO to view the details of such claims submitted by his employee/ex-employee through the other employer and no action is directly required to be taken by him. It is expected that the employer would bring it to the notice of the EPFO authorities if he finds any discrepancies in the claim submitted under such category.

Q:- What are the responsibilities of the employer while using the digital signature certificate for attestation of the claims and for verification of member details related to the claims?

Ans:- It may be noted by the employer while using the digital signature certificate for attestation/ verification that the digital signature have the same legal recognition as physical signature as per the Information Technology Act, 2000.

Q:- Whether the employer is required to submit the duly signed printout of the claim form received from the member to the EPFO office?

Ans:- No, the employer is not required to submit the duly signed printout of the claim form received from the member to the EPFO office. He should retain it in his office for future reference.

Q:- What are the probable reasons for rejection of an online claim by the employer?

Ans:- The probable reasons for rejection of an online claim by the employer can be of the following two types:

- (i) In case of the claim submitted for attestation by previous/ present employer
 - (a) The claim (physical or online) has already been forwarded to EPFO and has not been rejected till date.
 - (b) The signed copy of the printout of the claim submitted online has not been received from member. (This option would be available only after 15 days of online submission of the claim)
 - (c) The member details do not match with establishment records.
 - (d) The signature of the member does not match with those available in office records.
- (ii) In case of verification of member details by previous employer, when the claim has been submitted through present employer
 - (a) The member details do not match with establishment records