



महानगरटेलीफोननिगमलिमिटेडकर्मचारीभविष्यनिधिन्यास

चौथामाला, कर्मचारीभविष्यनिधिविभाग, महानगरदूरसंचारसदन, 9 सी.जी.ओ. कॉम्प्लेक्स, लोधीरोड, नईदिल्ली-110003

Mahanagar Telephone Nigam Limited Employees Provident Fund Trust

EPF Section, 4th Floor, Mahanagar Doorsanchar Sadan, 9 CGO Complex, Lodhi Road, New Delhi -110003

MTNL/CO/CPF/ UAN activation and KYC SOP/ 20-21

27.10.2020

Most Urgent

To,

General Manager (Admn.),

MTNL,

Delhi/ Mumbai.

Sub: Appointing Nodal officers at each GM unit for the purpose of KYC for EPFO.

Recently The MTNL EPF trust was surrendered to EPFO and therefore now it is mandatory to activate UAN No., verify the basic details and submit KYC of all the MTNL CPF optees on the EPFO portal. The GM unit wise no. of CPF optees, as provided by WFMS is enclosed.

To carry out the above activity smoothly you are requested to appoint one/ two nodal officer (s) in each GM unit who shall assist in the UAN activation of the CPF members, verify and attest the supporting documents i.r.o. basic details/ KYC, verify and attest the Joint declaration form and further submit it to CO. The nodal officer shall resolve the queries of the CPF optees in his unit. Detailed SOP is enclosed. The same discussed in the meeting held in CO on 09/10/2020. In case of any difficulty the undersigned may be contacted.

A consolidated list of nodal officer(s) of each GM unit may be provided to CO in the following format:

No.	Name	Designation	Emp No.	GM Unit	Mobile No.	Landline No.

As the work is extremely urgent in nature you are requested to provide the details by the first half of 19.10.2020 on email id mtnlepftrust@gmail.com. The above list may be given wide circulation. 27.10.2020

This has been issued with the approval of the Competent Authority.

(Office in charge CPF Trust)

UNIT WISE SUMMARY OF CPF EMPLOYEE

7/2-1

GM UNIT	UNIT
	DELHI
CE(BW)-I	6
CE(BW)-II	7
CE(ELECTRICAL)	4
CMD	8
CS	10
CVO	7
DGM(A/c)	6
DGM(CASH&TAX)	5
DGM(Fin&Coord.)FIN	3
DGM(TR)	2
ED (DELHI)	12
GM (SDA)	25
GM (BSS)WS	30
GM (DEV)	9
GM (NP)	51
GM (P&D)	50
GM (RHN)	98
GM (SALES) NORTH	6
GM (TR)	14
GM(NSS & RF)WS	25
GM(ADMN)	100
GM(BB&IA)	7
GM(BB) D	16
GM(BB-O)	42
GM(BCP)	47
GM(CAIRA)	30
GM(CC)	9
GM(CEN)	106
GM(Coml)	5
GM(EAST)	53
GM(EB-I)	5
GM(EB-II)	9
GM(ELECTRONICS)	5
GM(FIN)	56
GM(Fin) CO	16
GM(HQ)D	8
GM(IT)	38
GM(IT) CORPOR	4
GM(LAW)	18
GM(LXR)	101
GM(MKG)	6
GM(MKT)	16
GM(MM)	9
GM(MM)PLANNING	1
GM(NM)	1
GM(NSS&HQ) GSM CGO	29
GM(OP)	22
Subtotal	1137

GM UNIT	MUMBAI
CGM(WS)	3
CHIEF. ENGR. (BW)	17
ED MUMBAI	8
GM (A)	56
GM (BB)	17
GM (BD & CAM)	14
GM (CC) MS	10
GM (EB)-I	4
GM (F)	88
GM (INSTL)	1
GM (LD)	6
GM (OP)	10
GM (PLG)	14
GM (SW) MS	20
GM (TR)	19
GM (TRANS)	8
GM (TXP&C)	10
GM (V)	9
GM (WS)	40
GM CENTRAL	29
GM E-I	1
GM EAST-II	6
GM IT	18
GM LC	24
GM LD	3
GM MM	20
GM NM	138
GM NORTH	117
GM SOUTH	97
GM W-I	89
GM W-II	1
GM W-III	98
GM(MKTG&PR)	7
GM(TRG-I)	24
(blank)	1
TOTAL	1027

DELHI UNITS	
GM(RA)	8
GM(S,B&IT)	4
GM(SS)	55
GM(TECH&PLG)	7
GM(Trans)	40
GM(TRANS/PLNG)	6
GM(VAS)	14
GM(VIG)	15
GM(WEST)	146
PGM(HR&Legal)	28
TA-I(T/O TO MUMBAI OR DOT)	2
	325

	1462
Total Delhi	1027
Total Mumbai	2489
Total MTNL	

All Nodal officers (SDO/ SDE/ JTO/ JE etc.) nominated by respective GMs in both the Units shall complete the following activities within one week as per procedure explained by Consultant to EPFO in workshop held on 12.10.2020. A unit in all GM area/ salary units may be created for helping in accessing EPFO portal.

SN.	Action to be taken	Name of item
1	Activation of UAN	<p>First of all the Nodal Officer shall check the activation of UAN. (guidelines for UAN activation given by consultant enclosed)</p> <p>If it is activated, he will proceed for correction of data if required.</p> <p>In case of non activation of UAN, he/ she will proceed for UAN activation first and then for data correction</p>
2	Correction of Name	<p>The NAME of the employee at EPFO portal should match with ADHAAR CARD name. In case of mismatch, the Nodal officer shall modify/ update the ADHAAR NAME of the employee concerned at the EPFO portal first.</p> <p>It is reiterated that the NAME mentioned in ADHAAR CARD should match the name at EPFO portal.</p> <p>As the same is to be Authorised/ authenticated by MTNL, the nodal officer after verification shall send an email at id mtnlepfttrust@gmail.com in one folder having details of updated/ corrected Name of employee along with the SCANNED COPY OF ADHAAR (self attested) of employee concerned. The folder shall contain maximum of five data updation/ correction and should be named as 'NAME CORRECTION/ DOB correction with date and GM unit'.</p>
3	Correction in DoB	<p>Same as in 'Correction of Name'. The DoB should match with Adhaar.</p> <p>In case the DoB is not specified in Adhaar and only the year of birth is specified then the employee has to get his Adhaar updated first.</p>
4	Correction in date of joining/ spouse/ Father's name	<p>The correction in 'Date of joining/ Father's Name/ Spouse Name' if it is appearing wrong on EPFO portal, can be done physically i.e. by Filling Joint Declaration Form.</p> <p>The employee will fill all the correct details in relevant column. For example if someone wants to get the DoJ corrected, he/ she will have to fill the incorrect DoJ in relevant column and all the correct details in the relevant column.</p> <p>Same exercise is to be done in case of Spouse/ Father's Name Correction.</p>

		<p>It is to be noted that the Spouse/ Father's name should match the name given in ADHAAR.</p> <p>After filling the Joint Declaration Form, the employee has to sign it and get it verified from AO (P&A). The date of joining can be verified from AO (P&A) based on the service book.</p> <p>The Spouse/ Fathers Name and other details as per Adhaar, then the updating of the same may be taken up separately. The EPFO system recognizes only Adhaar.</p> <p>The duly verified JDF shall be forwarded to CO through the nodal officer.</p> <p>The crux of the instruction is that all the details at EPFO portal should match with the Adhaar Card.</p> <p>In case of non availability of Spouse/ Father's name, it should be updated on EPFO portal as per Adhaar Card.</p>
5		<p>After UAN Authentication, the Name, Adhaar, PAN number will get self populated. The Nodal officer concerned can verify the same, and send a copy of documents (Adhaar, PAN and cancelled cheque - self attested) to designated email.</p>
6		<p>The same will be authenticated by the designated officer in EPFO system and verify KYC.</p>

Employee should ensure that the self name is same in all three documents – Aadhar/ PAN and Bank Account. If its not correct, intimate to your nodal unit and then get it corrected as per Adhaar. After correction GoTO step 6.

All Joint declaration Forms/ documents have to be necessarily forwarded to CO through the Nodal officers appointed for this work.

A dedicated helpline has been provided by consultant EPFO for resolution of employee queries – 8448446825.

In case of even the minutest change, documentary proof (self attested and attested by the AO (P&A)/ nodal officer) is mandatory.

The employee has the onus of responsibility for the accuracy of the data provided by him.

STEPS TO ACTIVATE THE UNIVERSAL ACCOUNT NUMBER (UAN)

UAN is a 12-digit unique number issued by EPFO to all its subscribers. The steps to activate the UAN are mentioned below:

1. Visit www.google.com and type 'employee e sewa' in the search bar.
2. Click on the first link that pops up on the page - unifiedportal-mem.epfindia.gov.in.
3. You will be redirected to the member or employee portal of Employees Provident Fund Organization.
4. Click on the 'Activate UAN' option mentioned under the tab of Important Links, in the down right corner.
5. You will be redirected to the new page with the heading - **Activate Your Uan**
6. Fill the details including your UAN, Name and Date of Birth as per the records mentioned on the EPF portal. Please check the same with your management before filing these details. It might be possible that there might be a difference in your actual data (Name & Date of Birth) and the data mentioned on the EPF portal. **You will be required to update the data that is mentioned on the EPF portal only, even if it is wrong, just for the sake of activation of UAN.**
7. Enter your Mobile Number in the next column. Please fill the Mobile Number that is available with yourself because an OTP will be sent on that number, immediately.
8. Once you're done updating all the details, then fill the Captcha mentioned there.
9. An OTP will be sent on the Mobile Number you had filled above and once you update the OTP, your UAN will be activated.
10. You will receive a confirmation message on your Mobile Number along with the password of your portal.
11. You can change the password by visiting - unifiedportal-mem.epfindia.gov.in, again and clicking on 'Forgot Password'.
12. In case your UAN is already activated then the portal will show the same and then you can change the password by visiting - unifiedportal-mem.epfindia.gov.in, again and clicking on 'Forgot Password'.
13. You can also watch the entire process by clicking on the following link:
<https://www.youtube.com/watch?v=n0B0sGDQq78&t=139s>

STEPS TO CORRECT NAME/DATE OF BIRTH/GENDER IN EPF THROUGH MEMBER PORTAL

EPFO has provided a facility vide which the employees can change their Name/Date of Birth/Gender and update their Aadhaar Number, online, through EPFO's member portal. The steps to carry out that exercise is mentioned below:

1. Visit the EPFO's member portal (unifiedportal-mem.epfindia.gov.in) and log in to your account by entering your UAN and Password. Please make sure that you activate your UAN before doing this exercise, otherwise you will not be able to log into your account.
2. Once you log into your account then click on 'Manage' Tab mentioned right in the centre and select the 'Modify Basic Details' Option from the drop down.
3. Once you click on the 'Modify Basic Details' you will be redirected to a new page where you can see two sections namely 'Available Details' and 'Changes Requested'. The 'Available Details' section will have all your details updated in the EPF records and in the 'Changes Requested' section you can fill all the details that you want to update/change.
4. Please note you will only be allowed to make those changes which are there on your Aadhaar Card. Therefore, please ensure that your Aadhaar card is completely updated with correct details.
5. Once you fill all the details, click on the 'Update' button at the bottom.
6. The changes that you have requested will be visible to the employer in the Employer portal and the same will be approved by the employer in due course of time.
7. It is pertinent to mention that if the difference between the Date of Birth in the EPF records and your actual Date of Birth is more than 3 years then you will be required to upload the picture of your passport or 10th certificate. The option to upload the same will pop up once you fill your Date of Birth in the 'Changes Requested' column.
8. The Date of Joining, Date of Leaving and Father's/Husband's name cannot be changed online. You will be required to fill a Joint Declaration Form for the same and attach necessary evidence along with it. You can collect the form from your employer.
9. You can also watch the entire process by clicking on the following link:
<https://www.youtube.com/watch?v=yHEq1oU72sY>

**PROCESS TO CHANGE THE FATHER'S/HUSBAND'S NAME, DATE
OF JOINING & DATE OF LEAVING IN EPF RECORDS**

The corrections regarding the Father's/Husband's Name, Date of Joining and Date of Leaving can be only be made by filling the Joint Declaration Form in the EPF Department. Please find below the process and guidelines regarding the same:

1. You are required to fill the Joint Declaration form which can be obtained from the Concerned Department of the establishment.
2. You are **ONLY REQUIRED TO FILL THE UAN NUMBER AND SIGN THE FORM** because all the other details will be filled by the staff of the establishment on its own.
3. You are required to attach the copies of the following documents along with the form: Appointment letter (In case of change in Date of Joining), Relieving letter (in case of correction in Date of Leaving), Aadhaar card and PAN card (In all cases).
4. The Date of Birth and Father's Name on the Aadhaar Card and PAN card should be the same and any difference including dot or a letter etc. will not be accepted by the department.
5. In case you want to correct your Husband's name then please ensure that the same is updated in your Aadhaar card attached along with the form.
6. All the documents should be attested by your good self.
7. You can have an idea about the entire process of filling the Joint Declaration Form by clicking on the following link :
<https://www.youtube.com/watch?v=ZAsMvOPg8ZU>
Please note that the Joint Declaration form will be provided by your establishment only and you're requested not download it from anywhere.



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Mahanagar Telephone Nigam Limited Employees Provident Fund

EPF Section, 4th Floor, Mahanagar Doorsanchar Sadan, 9 CGO Complex, Lodhi Road, New Delhi -110003

Estd ID: DL/CPM/0008444

The Regional PF Commissioner,
DELHI – CENTRAL,
Employee Provident Fund Organization,
28, Community Center,
Wazirpur Industrial Area, Delhi – 52.

Subject: Joint Declaration by the Member and the Employer (Correction In Basic Details)

Dear Sir,

I,, am /was an employee of M/s Mahanagar Telephone Nigam Limited. Furnished below herewith are the correct details with the aforesaid establishment:

UAN :		
Particulars	Correct	Wrong
Name		
Father/Husband Name		
PF/EPS Account Number		
Date of Birth (DD/MM/YYYY)		
Date of Joining (DD/MM/YYYY)		
Date of Leaving (DD/MM/YYYY)		

I am enclosing herewith self-attested copy of Aadhar Card, PAN Card, office (MTNL) order (for date of joining/date of leaving) and Bank Cheque as a proof of my details for your ready reference.

Therefore, you are requested to make necessary changes in your records (if required) under intimation to me. An early action in this regard will be highly appreciated.

Yours faithfully,

Name & Signature of

Applicant

Emp. No. & GM unit

Mobile No.

Attested and verified by

AO (P&A)

Attested and verified by

Nodal officer

For & on behalf of MTNL,

Authorized Signatory &

Seal of Estd